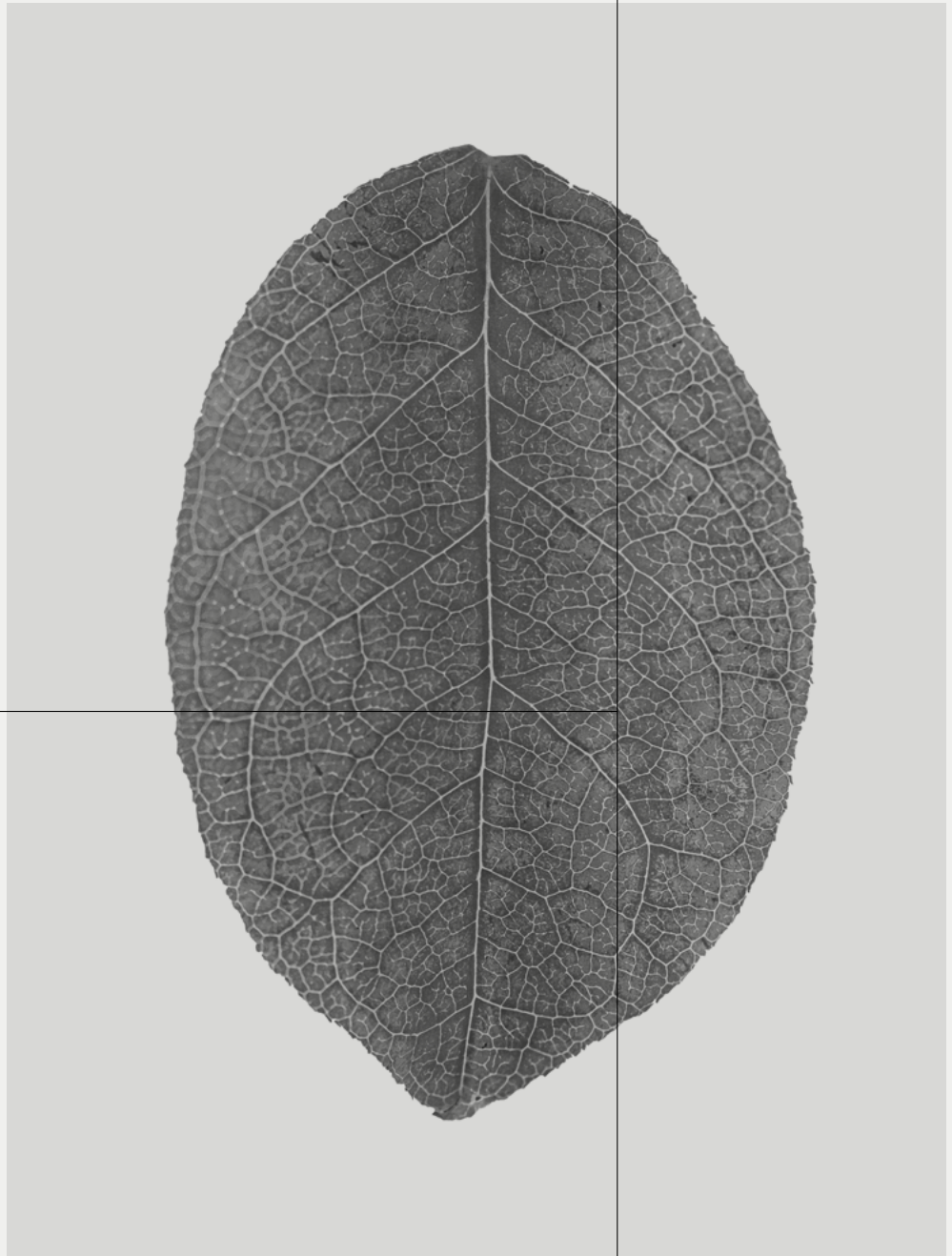


# CSR Cosentino

CORPORATE SOCIAL  
RESPONSIBILITY 2020



SILESTONE



DEKTON



SENSA

CORPORATE  
CONTENT









# Corporate Social Responsibility 2020

Edited by the Cosentino® Group.  
Printed in June 2021.  
Written according to GRI standards.



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Essence

Sustainability  
means to  
harmonise today's  
benefits with  
those of the future.



## Essence

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# Letter from the Chairman

## Inspiring People through Innovative and Sustainable Spaces.

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However we view our organisation's performance in 2020, it is necessary to build on the unprecedented event that marked the lives of people, companies and countries in the aftermath of the COVID-19 pandemic.

From the outset, Cosentino® launched a health emergency monitoring plan, setting up a crisis committee to constantly evaluate the data and information available in order to make the most appropriate decisions. We set three priorities in our action plan. Firstly, we made the safety and integrity of the employees in our factories and offices our principle value to protect. Secondly, we ensured the sustainability of the business by guaranteeing the production of our plants, demonstrating the essential nature of this activity, as we are dedicated to supplying construction projects internationally on several continents. And thirdly, our aim was to work with health authorities to provide large quantities of Personal Protective Equipment (PPE), such as masks, gloves, covers, etc, and also to put our logistical capabilities and supply sources at the service of the general public.

Looking back, and with the knowledge provided by the data on the impact of the pandemic among our employees, I must once again recognise the exemplary, courageous and supportive conduct of the workers at Cosentino®'s various factories. The responsibility of the works council during those difficult months must also receive my gratitude and recognition. The commitment of all members of the Cosentino® team during 2020 led us to decide on a special

bonus for the entire workforce, amounting to more than four million euros, thus demonstrating our recognition and gratitude to them.

Now that we are reporting on our achievements in 2020, I must acknowledge my admiration for the economic and financial results we achieved, with sales of 1,078 million euros, which is very close to the previous year's figure, something that was very difficult to imagine in the first months of the pandemic. Similarly, we reported an Ebitda of more than 214.2 million euros, which demonstrates a management marked by the containment of all types of costs, the maintenance of income, as well as the precedent of a greater contribution of new market segments that we have been investing in for some time without losing our focus, which is retail: kitchen and bathroom marketing.

Despite all conceivable difficulties during 2020, we have managed to invest over 120 million euros in product innovation and development, industrial and environmental management to ensure that the Company is based on sustainability and a long-term vision. In addition, we have increased our Silestone® production capacity by more than 30%, following the automation and digitalisation of our production plants. At the same time, we have achieved milestones through innovation such as the launch of HybriQ and HybriQ+® technology, which have once again made Silestone the world's leading brand of its category, thanks to a new formulation that brings greater safety for those who



produce it throughout the value chain. This is a milestone in our commitment to ensure that the occupational safety of our employees comes before any other objective.

As part of our commitment to environmental sustainability, I would like to highlight one tangible step this year and that is the certification of Dekton as a carbon neutral product. Furthermore, in 2020, the Company invested 22 million euros worldwide in environmental and safety assets, such as new extraction and emission cleaning systems, equipment for the confined storage and transport of raw materials, and the expansion of water treatment systems for full water recovery.

Although this year has been affected by the adverse effects of the pandemic, Cosentino® has continued its commitment to quality employment, raising the rate of permanent contracts to 83%. We ended 2020 with a workforce of 4,740 people across the globe, comprising professionals from 70 different nationalities and with 16.5% of our management team being women. This diversity enriches our vision when making decisions and paves the way for our leadership.

To conclude this summary vision of the year 2020, I must highlight the great progress Cosentino® has made in the digital transformation process. This year we have reached over 50,000 active professionals on e-Cosentino®, our

digital platform. More than 80% of orders have been processed on e-Cosentino®. Furthermore, the digitalisation of processes continued, strengthening the architecture of the technological infrastructure and improving both internal communication tools and customer contact channels at a collaborative and commercial level. Cosentino® is rapidly implementing the vision set out in 2018 to be the leading company in the digital transformation of its industry.

Finally, I wish to stress that we have reached 155 business and commercial units across the five continents, of which 119 are Centres and 15 Cities, in addition to 4 distribution hubs, and 5 logistics operators, which together with the 12 processing workshops located in the United States, consolidate Cosentino®'s global leadership within the stone industry of innovative surfaces for architecture and design, so that our purpose of **inspiring people through innovative and sustainable spaces**, is a long-term vision to which we are all committed.



**Francisco  
Martínez-Cosentino Justo**  
President, Cosentino® Group

# Our Vision of Sustainability

Sustainability means to harmonise today's benefits with those of the future and bearing the consequences of our behaviour as a company.

At Cosentino® we want to reaffirm our commitment to harmonise the pursuit of profit with social impact in order to create conditions for the progress of the people who are part of the societies in which we operate, and with environmental impact in order to contribute to maintaining and improving our planet.

This commitment has been reinforced by the unexpected pandemic which we have not yet overcome and which forces us, as a committed company, to be up to the task and to strengthen the integrity and safety of our most valuable asset, our people.



# Cosentino®'s Material Aspects

Our materiality analysis is intended to be a useful reference tool for all our stakeholders and plays a key role in our business strategy.

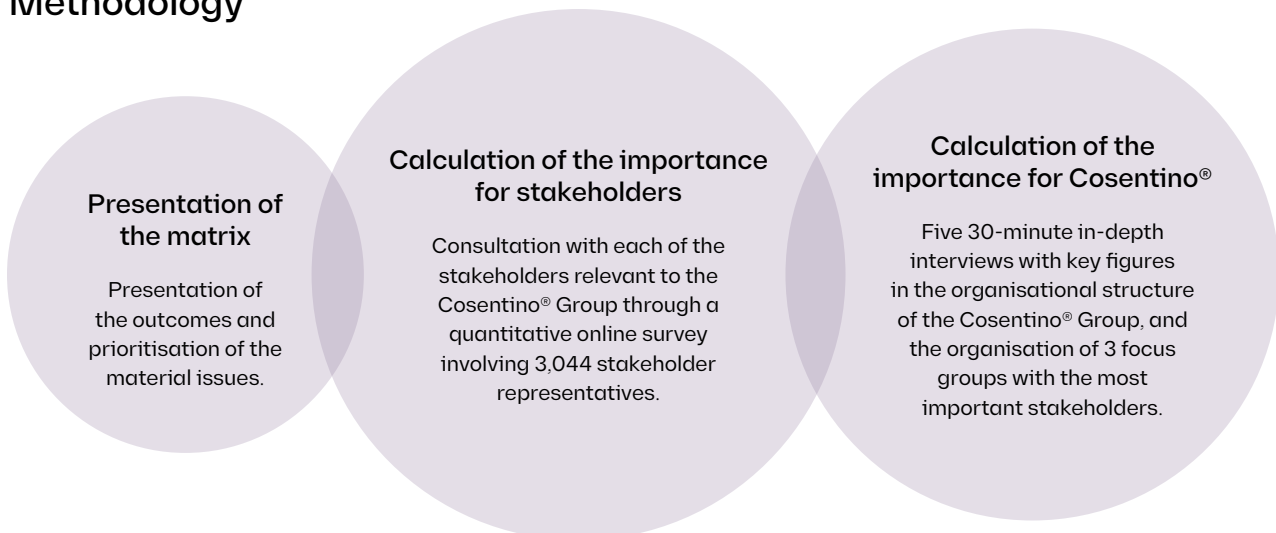
In collaboration with all our stakeholders, we have identified 32 material issues as the most relevant both internally and externally and split them into five key areas which were determined through a qualitative process consisting of a series of focus groups, interviews and an online questionnaire.

Our materiality analysis has not only helped us to understand the most relevant aspects for the different stakeholders, but has also allowed us to prioritise them in order of importance to determine those that should define our management as a company.

## Stakeholders

- Customers
- Employees
- Kitchen and bathroom shops
- Architects and designers
- Suppliers
- Non-governmental organisations
- Communication methods

## Methodology



## Material issues identified in each of the defined categories

### Strategy

1. Sustainable economic–financial performance
2. Commitment to job creation and local development
3. International expansion
4. Digitalisation and use of smart technologies
5. Health and safety of products, employees and value chain
6. Collaboration and dialogue
7. Responsible supply chain
8. Transparency and tax contribution
9. Ethics and anti-corruption
10. Customer relationship and satisfaction

### Products and Services

11. Quality of products and services
12. Product and service safety
13. Innovation in products and services
14. Information and labelling

### Employees

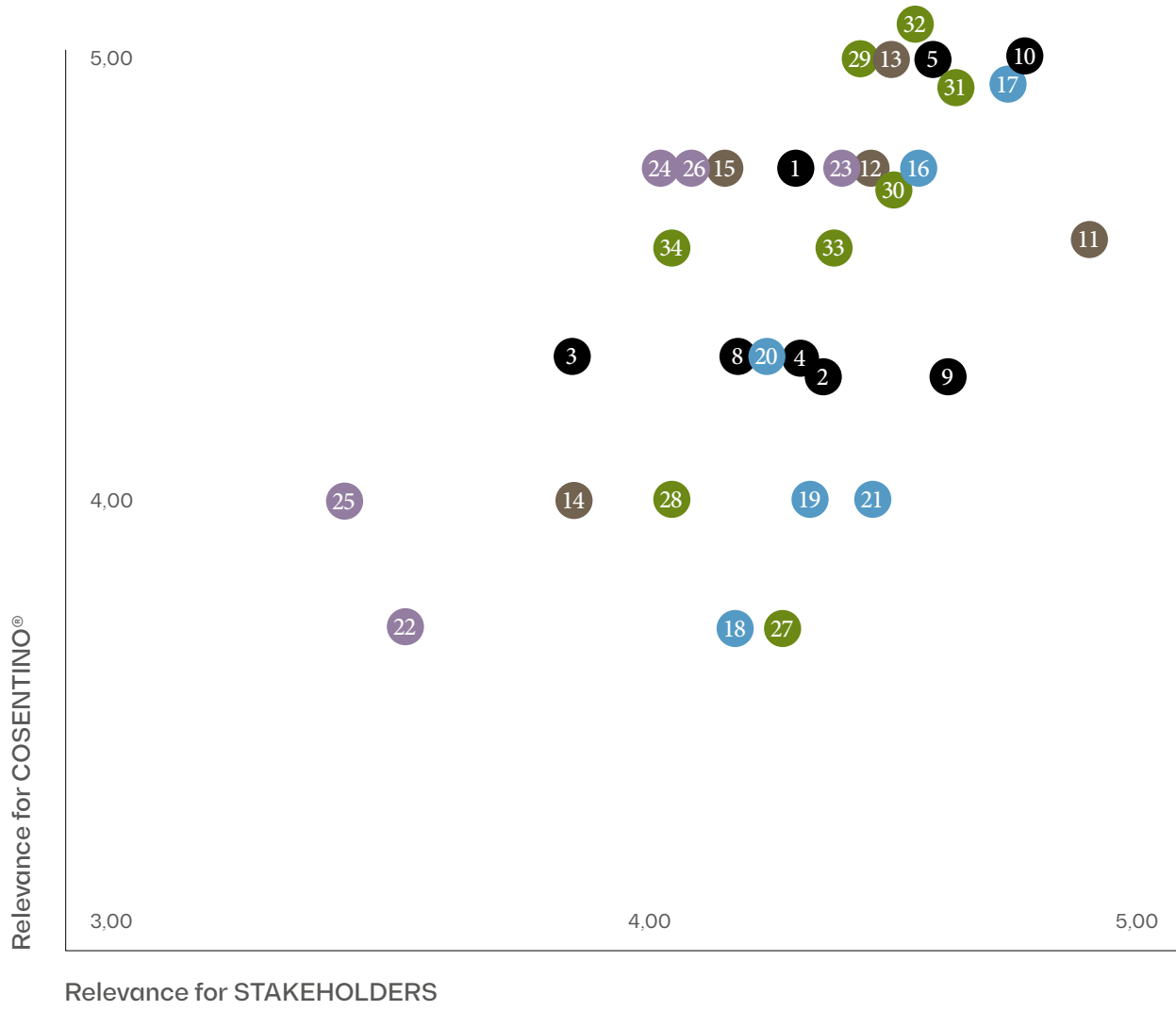
15. Human capital: attraction and retention of talent
16. Diversity and equality
17. Dialogue with employees, management of ideas and suggestions for improvement
18. Digital talent and development
19. Social benefits, conciliation and quality of life
20. Promotion of corporate volunteering programmes
21. Employee wellbeing and mental and psychological health

### Social Impact

22. Contribution to and promotion of sustainable architecture
23. Social action: commitment to culture and sport
24. Social action: commitment to education and young talent
25. Human Rights
26. Reduction of social inequality

### Environmental Impact

27. Climate change and renewable energy
28. Control environmental impact and environmental protection
29. Efficient and rational use of resources: water, energy and raw materials
30. Waste management, circular economy and promotion of recycling
31. Sustainable facilities
32. Promotion of sustainable transport



- Strategy
- Products and Services
- Employees
- Social Impact
- Environmental Impact

# Commitment to the SDGs

Our purpose of 'Inspiring people through innovative and sustainable spaces' marks the strategic approach of our corporate culture: environmental, economic and social sustainability as the only way to imagine and commit to the future.

As a result of this approach, in 2020, the Company continued to work to fulfill the commitments made with regard to the UN Sustainable Development Goals. This requires the involvement of governments, companies, third sector entities and society in general to successfully tackle the ecological transition, with the major social and environmental challenges facing the world.

The key Sustainable Development Goals to which we are contributing are:



## SDG 3 Health

The health and well-being of our employees and all the workers in our value chain is of fundamental importance to the company.



## SDG 8 Decent work

Cosentino® remains committed to the constant growth of quality employment – a fact that has marked our human resources processes in recent years– and we contribute to development in the areas in which we operate.



## SDG 9 Innovation and infrastructure

We are committed to R&D&I to transform our industrial model towards more sustainable systems and we promote innovation in the communities in which we operate.



## SDG 12 Responsible consumption and production

We never cease to innovate and develop more sustainable products, in addition to improving our production systems in order to progress towards a circular economy. Environmentally sustainable products, produced with a reduced use of resources, are a good example of this commitment.



## SDG 13 Climate Action

Combating Climate Change is of paramount importance to Cosentino® and is one of the top 15 material issues for all of its stakeholders. Progress in the decarbonisation of our value chain and the launch of carbon neutral products support this strategic line.

Here is a list of secondary Development Goals to which we also contribute through our activities:



#### SDG 4 Quality Education

Cosentino®'s commitment to quality education comes mainly in the shape of the Eduarda Justo Foundation, established in 2006 to promote the economic, social, educational and cultural development of Cosentino®'s immediate environment. Cosentino® is also committed to dual training and the potential of art and culture to develop talent.



#### SDG 7 Affordable and Clean Energy

An important goal from the point of view of **Sustainable Facilities** and its own effect on the climate through emissions, it is gaining weight together with internationalisation. Since 2014 Cosentino® has been committed to the consumption of renewable electricity in its production processes, and since 2019 it has been collaborating with the Public Administration to obtain permits to implement self-consumption projects at its facilities.



#### SDG 11 Sustainable Cities and Communities

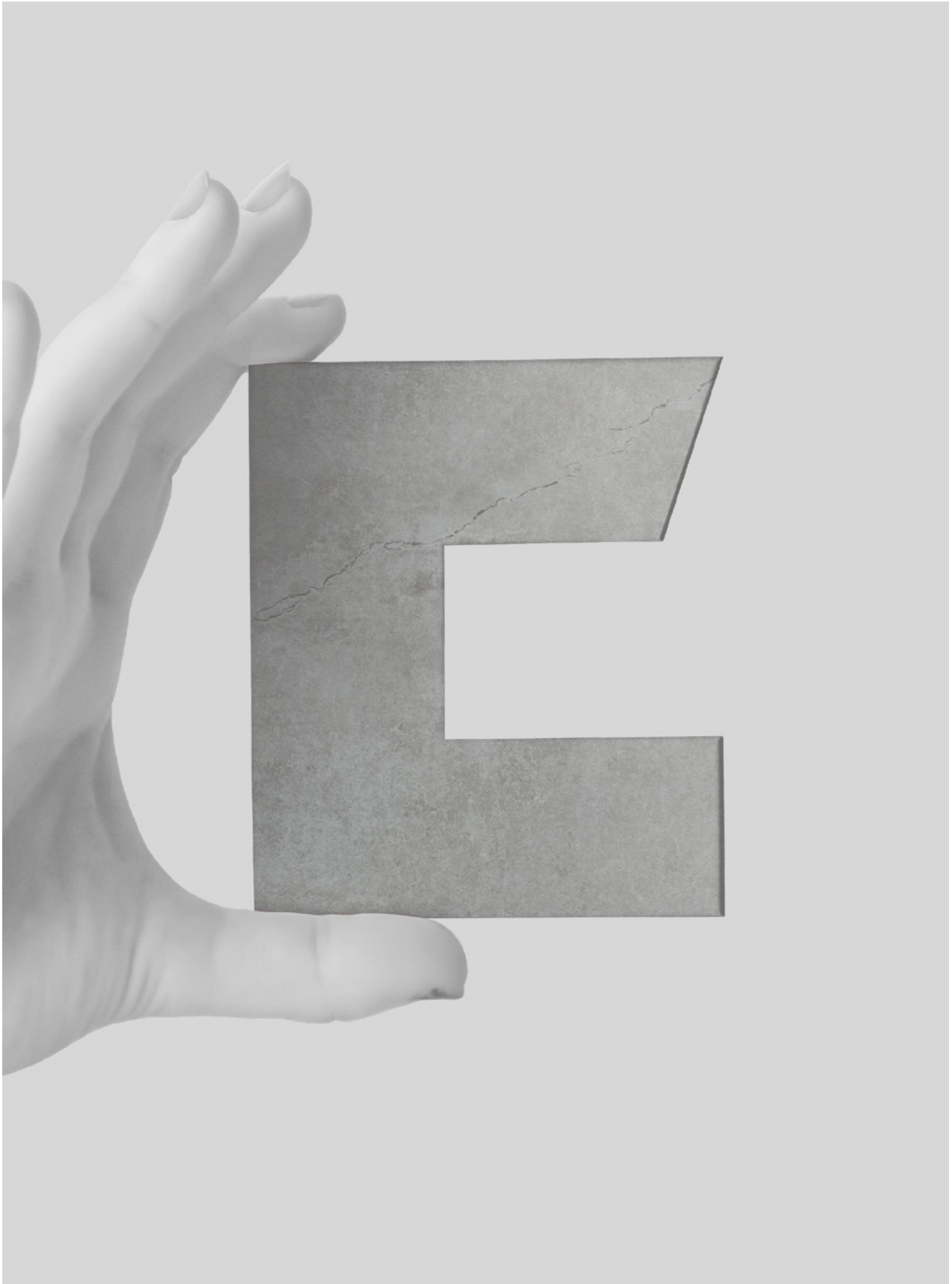
A relevant goal in terms of **Sustainable Architecture** and new business lines such as façades and refurbishments.



#### SDG 17 Partnerships to achieve goals

Essential to achieve the current goals of expanding business areas in line with the 2030 Agenda, product innovation and sustainability. Cosentino® is aware of and promotes partnership with stakeholders, which is key to leading and promoting the ecological transition we need.

In doing so, we want to advance not only our commitment to the SDGs, but also the selection of key indicators to which we contribute. These are part of our management model, which allows us to quantify our contribution to the 2030 Agenda. Throughout this report we describe how we contribute to the SDGs.





Foundations

Inspiring People  
through Innovative  
and Sustainable  
Spaces.



## Foundations

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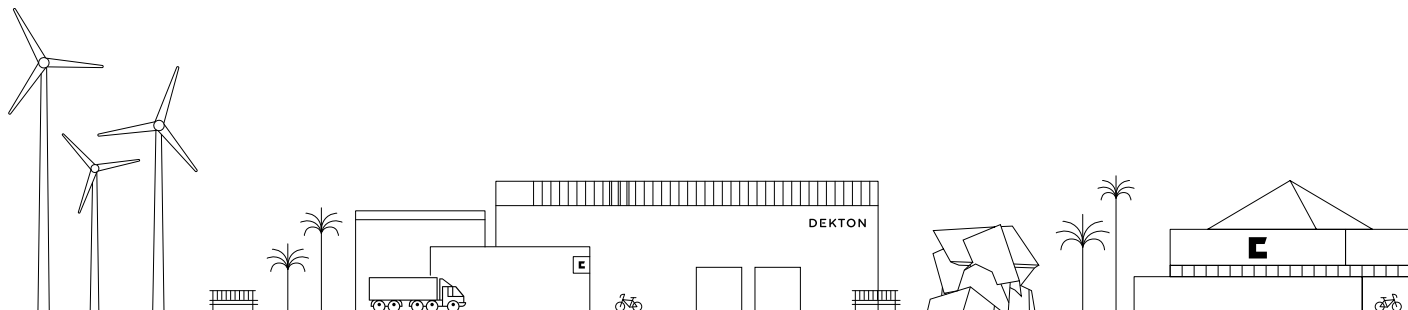
Economic Performance in 2020

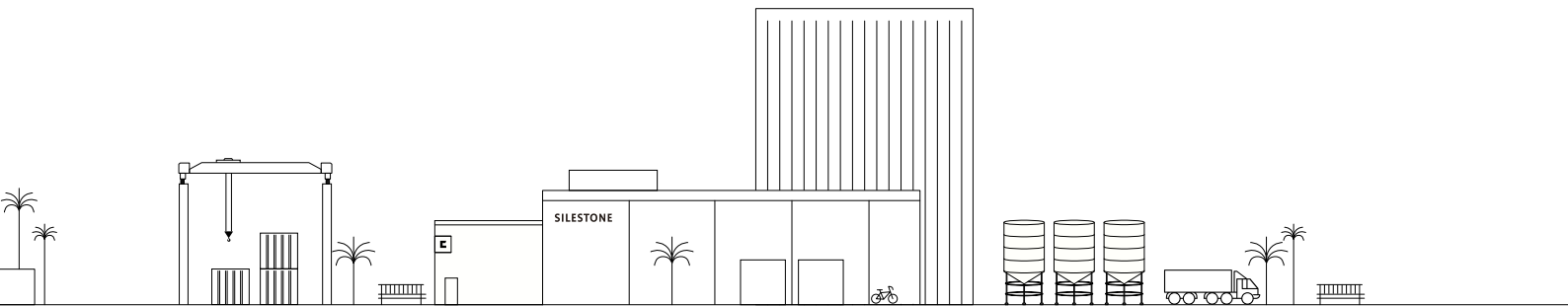
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Leaders in the industry: Excellence  
in quality and service

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What we do





# Who are we?

The Cosentino® Group is a global, family-owned Spanish company that produces and distributes innovative, high-quality surfaces for the architecture and design sectors worldwide.

We work alongside our customers and partners to offer high-value solutions and design, inspiring the lives of many.

## Company purpose

To inspire people  
through innovative and  
sustainable spaces.

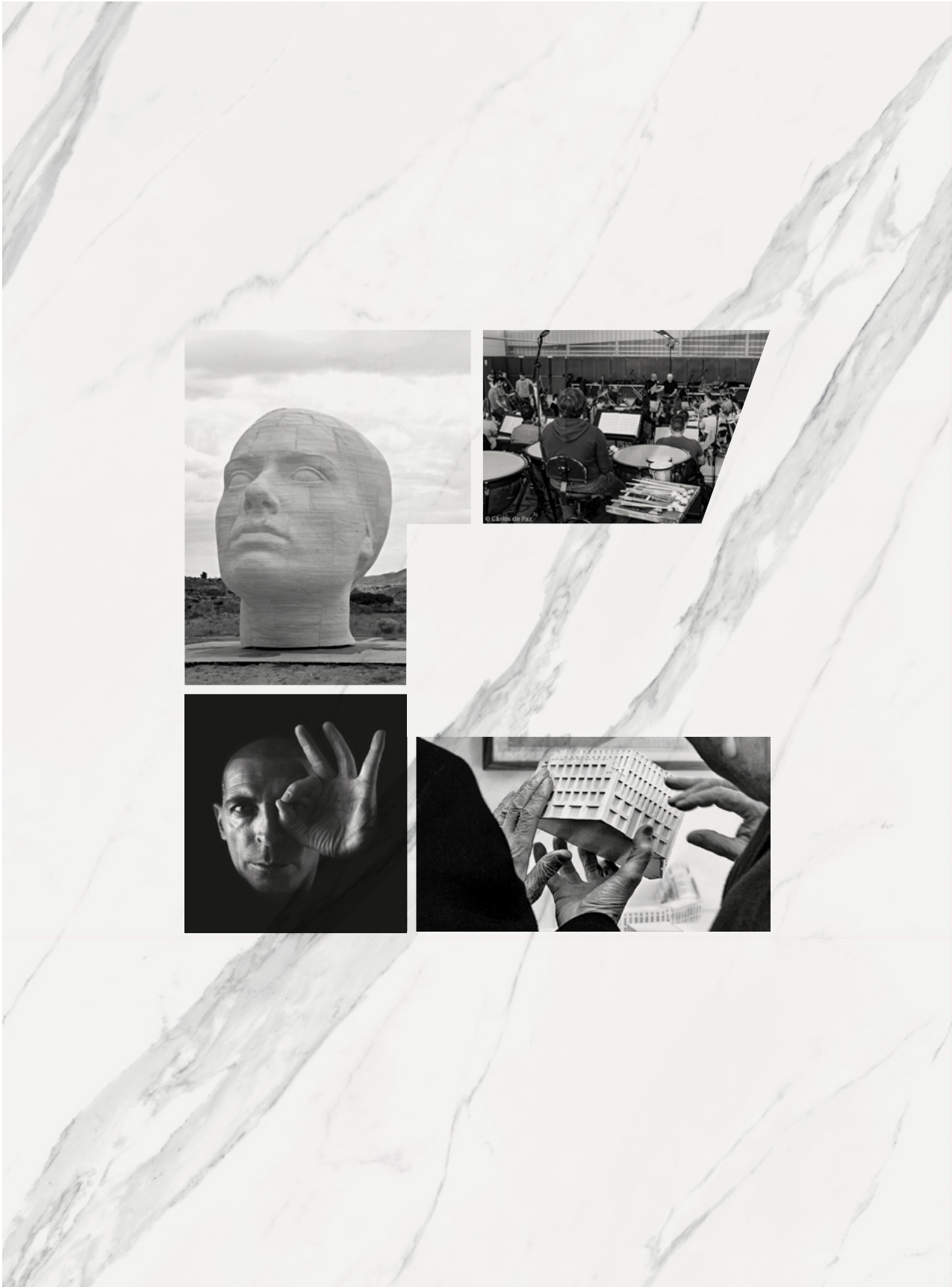
This is part of our long-term business plan and guides the Company's approach to sustainability. It involves going a step further in our value proposition for our partners, customers and stakeholders, and is intended to go beyond the needs of the company to describe in one sentence how we want to impact and contribute to society.

## Mission

A leading company that works responsibly with its customers to anticipate and imagine the future, creating innovative, high-value surfaces for the world of architecture and design.

## Vision

To lead the global surfaces market through our brands, offering innovative architectural solutions that provide design, value, and inspiration to our customers.



# Our DNA

As Cosentino® Group employees, we all share a single DNA composed of the following values:

## Innovation

The value of responsible innovation.

## Global Vision

We plan our actions to achieve our goals.

## Customer-Partner

Committed to customer satisfaction.

## Team Building

Cosentino® people, much more than human resources.

## Inspiring Action

Be the best version of yourself at Cosentino®.

## Self-motivation

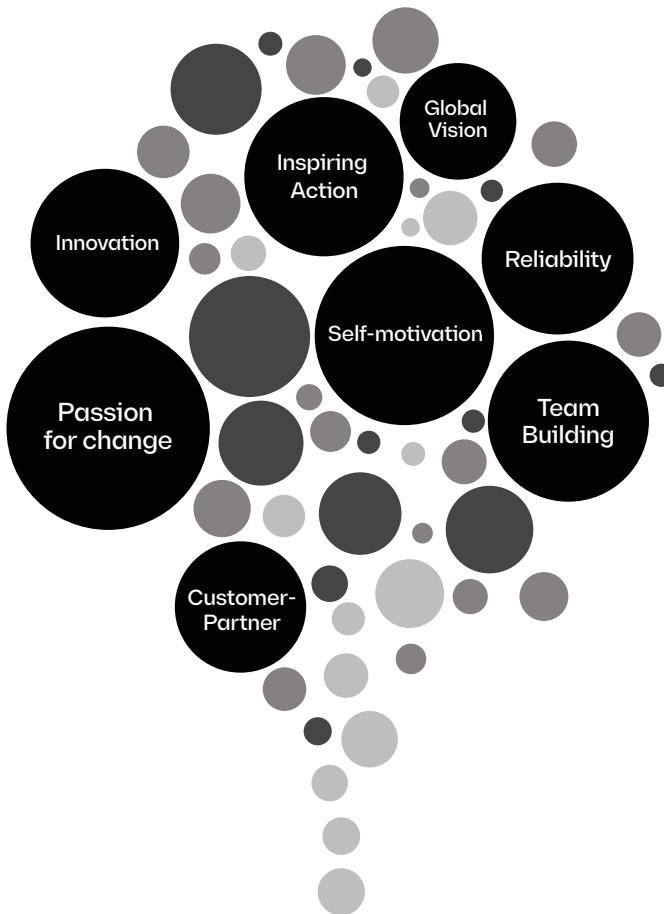
Improve every day by making steady progress, never settling for mediocrity.

## Passion for Change

We chart our future path together.

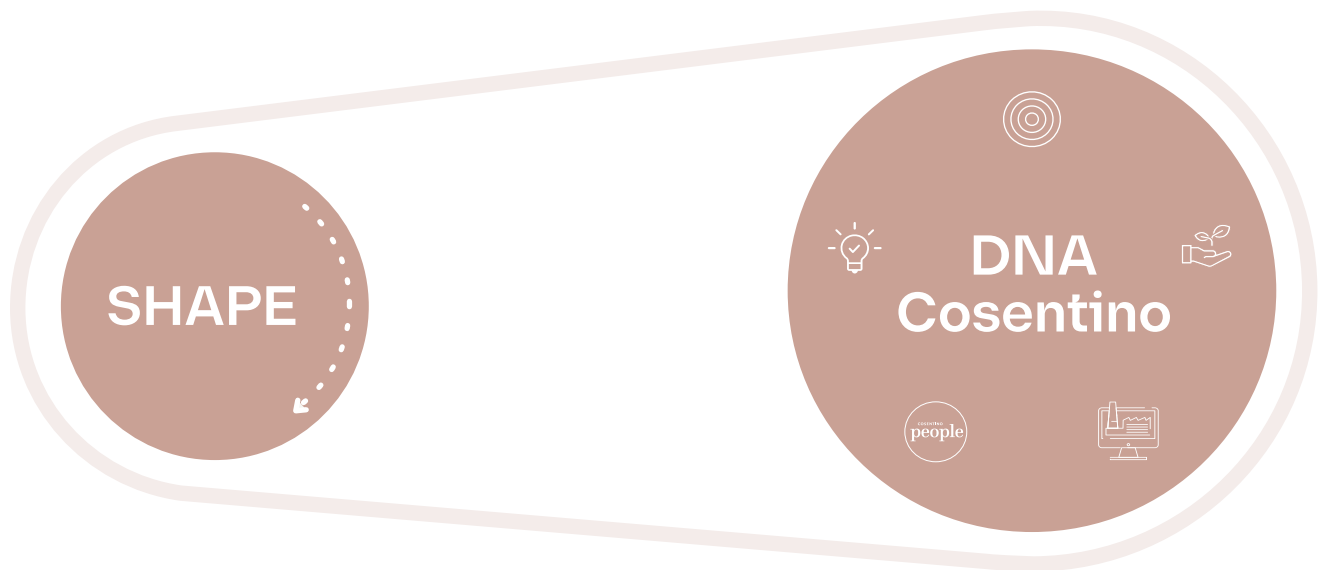
## Reliability

We improve through effort and dedication.



# A step further

Cosentino®'s Strategic Plan has set out the framework and lines of action for the next three years. In turn, these initiatives are expressed in the Shape project, which defines the key strategic levers for building a stronger, more responsible and sustainable company:



## Sustainability

Sustainability of the business model in the long term.



## Innovation

Innovation and design, the backbone of our business



## Digitalisation

Digitalisation and automation processes



## Diversification

Strengthening our brands through product diversification, geographical marketing and sales style (Cosentino® Cities).



## People

Strengthening the growth and safety of our people.

# Where to find us

We are an increasingly global company.

Our strong global vision for business means we now have a presence on five continents.



## Countries

### Distribution

116

We distribute our products in 116 countries, across five continents

### Implementation

40

We operate in 40 countries

### Affiliated companies or assets

30

Affiliated companies or assets

## Business units

### Production factories

8

SPAIN

- 3 Silestone® factories
- 1 factory for preparing raw materials
- 1 factory for special finishes and manufactured products
- 1 factory for samples
- 1 factory for Dekton®

BRAZIL

- 1 factory for granite

### Workshops

13

Workshops for cutting kitchen and bathroom worktops

- 12 workshops for cutting kitchen and bathroom worktops in the USA
- 1 production plant in Spain





Logistics platform

**1** Smart logistics platform (Spain)

Logistics operators

**5**

Business and commercial units

**138** → 119 Cosentino® Centres  
 → 15 Cosentino® Cities  
 → 4 logistics hubs, three in the USA and one in Australia

Warehouse space

**2** → Over 24,000 m<sup>2</sup> for storing display slabs in our corporate head office.  
 → One logistics centre that includes a smart warehouse capable of storing up to 300,000 Silestone® and Dekton® slabs and preparing over 6,600 surfaces every 9 hours on shipping frames (sea or land).

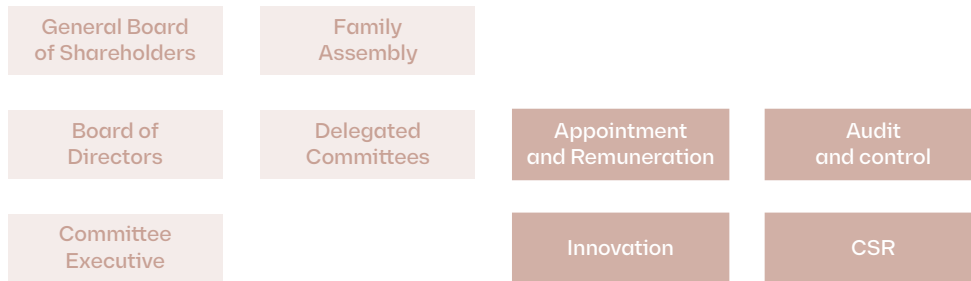
# Corporate Governance

Our commitment to corporate governance is ongoing improvement, seeking the highest degree of transparency, efficacy and rigor.

This is a decisive factor in the generation of trust and long-term commitment with our stakeholders.

Our structure of Corporate Governance, consisting of the General Board of Shareholders, the Board of Directors, the Delegated Committees and the Family Assembly, blends purpose, mission, vision and values with the tradition that characterises our beginnings as a family company with the aim of offering the highest levels of rigour, efficacy and transparency in our decision-making process.

## Corporate Governance



## Chairman / CEO

Francisco Martínez-Cosentino Justo

### Members of the Board

Eduardo Martínez-Cosentino Alfonso  
 Pilar Martínez-Cosentino Alfonso  
 Isabel Martínez-Cosentino Ramos  
 Eduardo Martínez-Cosentino Ramos  
 María del Mar Martínez-Cosentino Ramos  
 Eduardo Martínez-Cosentino Rosado  
 Isabel Martínez-Cosentino Rosado

### Secretary

Álvaro de la Haza de Lara

### External Consultants to the Board of Directors

Carlos González Fernández  
 Fuencisla Clemares  
 Santiago Seage

## Board of Directors

The Board of Directors is the highest management and representative body. Given our family tradition, it consists of members of the Cosentino® family, who ensure continuity of our family and business values. Their mission is to promote social interest, represent the company in the administration of its assets, manage the business and direct the organisation of the company. It is made up of eight members, four men and four women, which means a 50/50 gender balance.

## Delegated Committees

Advisory bodies consisting of independent consultants and advisers with renowned prestige and experience in listed companies. Their role is to inform and make proposals to the Board of Directors.

### Innovation Committee

The Innovation Committee advises the Board of Directors on the monitoring of the Group's R&D&I and Digital Transformation work plan:

- Multidisciplinary teams.
- Specialisation and versatility.
- Innovation as a transversal competency in the company.
- A system approach to continuous innovation.
- Focus on developing differential attributes of products.
- Consolidation and maximisation of Digital programmes for different groups.
- Market orientation and evolution of the business model.
- Global alliances and strategic partners.
- Dynamism and the quest for excellence.

### External Consultants

Santiago Seage  
Fuencisla Clemares

### Corporate Social Responsibility (CSR) Committee

The goal of the Corporate Social Responsibility Committee is to identify and guide the policy, aims, best practices, sustainability and corporate social responsibility programmes of the Cosentino® Group in line with its business strategy. In addition, it prepares the CSR report and monitors the philanthropic initiatives and the contributions to Public Administrations.

### Appointments and Remuneration Committee

Advises and supports the Board of Directors regarding its own composition and those of the Delegated Committees. It proposes, reviews and regularly updates the remuneration policy and recommends improvements in appraisal and gender diversity policies.

This body is also responsible for establishing the criteria related to the selection, qualifications and experience required of directors and independent advisers, and different positions in Cosentino® Group.

### External Consultant

Tony Gennaoui

### Audit and Control Committee

The Audit and Control Committee proposes the appointment, re-election or replacement of account auditors and monitors the independence and efficacy of the Internal Audit function, the process for preparing and supervising financial information, the efficacy of the internal control system of Cosentino® and its systems for managing risk, including fiscal risks, and the review and efficacy of the Code of Ethics and Conduct, and Regulatory Compliance.

### External Consultant

Carlos González

## Family Assembly

The Assembly is attended every year by all family members over the age of 16 to share information about the progress of Cosentino® Group and to reinforce the family and business principles and values.

The Assembly has the following tasks and functions:

- It meets once or twice a year to inform the family of the company's progress and of any developments deemed appropriate.
- It provides a forum that defines the family's objectives for the Group.
- It detects problems that affect the Family and the Group.
- It promotes education and training programmes for family members.



Cosentino® Group Executive Committee

## Executive Committee

**1. Francisco Martínez-Cosentino Justo,**  
President & CEO Cosentino® Group

**2. Pilar Martínez-Cosentino Alfonso,**  
EVP Deputy Chairman

**3. Eduardo Martínez-Cosentino Alfonso,** EVP Global Sales and CEO Cosentino® North America

**4. Álvaro de la Haza de Lara,**  
EVP Corporate Functions & General Secretary

**5. Julian Edwards,** VP CFO

**6. Valentín Tijeras García,**  
VP Global Product and R&D

**7. Julio Martín Mancera,**  
VP Global Purchasing

**8. Ángel Madariaga Álvarez,**  
VP Engineering & Projects

**9. Alberto Quevedo González,**  
VP Global Production

**10. José Antonio Fernández Pérez,**  
VP Global Logistics & Planning

**11. Santiago Alfonso Rodríguez,** VP Global Marketing & Communication

**12. Francisco Robles Cortés,**  
VP Global People

**13. Pedro Parra Uribe,**  
VP Sales Europe

**14. Eduardo Martínez-Cosentino Ramos,** VP Sales Iberia

**15. Ginés Navarro Rubio,**  
VP Sales ROW

**16. Álvaro González González,**  
VP Sales Oceania & Asia

**17. Francisco Carrillo Quilez,**  
VP Pricing & Technical Unit of Commercial Projects

**18. Brandon Calvo,** Chief Operations Officer Cosentino® North America

In January 2021, **Santiago Alfonso Rodríguez** took over as Global VP of Communication and Corporate Reputation, giving way to **Damián Granados** as the new Global VP of Marketing.

# Respect for Human Rights

## Prevention, mitigation and remediation.

Cosentino® is firmly committed to respecting human rights and, therefore, the company studies any potential violation of human rights caused by its activity and that of its suppliers in order to have different prevention and remediation measures in place.

### **Cosentino® 'Constitution': Code of Ethics, Conduct, and Regulatory Compliance.**

To ensure trusting relationships among all our employees and stakeholders, we update and promote this Code.

In this Code, Cosentino® agrees to respect the human rights (HR) and civil liberties recognised in the United Nations Universal Declaration of Human Rights. It also agrees to abolish child labour, requiring all employees, partners and suppliers to comply strictly with this principle.

As for the supply chain, this requires the same conditions of compliance, accepting the principles of respect for human rights, among others, and audits are carried out on the main suppliers in terms of human rights.

The basic principles to which the business and professional conduct of all employees, members of the Board of Directors, members of the Executive Committee and other members of the Management, bodies and organisations related to Cosentino® must adhere are as follows:



Our activities will be carried out in strict compliance with the laws in force in each of the markets in which we operate.



The business and professional activities of Cosentino® and its employees shall be based on the value of integrity, and shall be carried out in accordance with the principles of honesty, avoidance of all forms of corruption and respect for the particular circumstances and needs of all subjects involved in them. Cosentino® will promote among its employees the recognition and appreciation of behaviors that are in accordance with the principles set out in the Code.



All our actions shall scrupulously respect the Human Rights and Civil Liberties included in the Universal Declaration of Human Rights. The values of our Code are part of the culture shared by all Cosentino® employees, who have the duty to know and comply with this document.

In order to ensure compliance with such basic principles of conduct, Cosentino® Group has two main bodies, which are:

1. The Ethics Committee and the Regulatory Compliance Body

2. 'Complaints Channel'

# Corruption and bribery

At Cosentino® Group, we have a firm commitment against corruption and bribery. This is embodied by the anti-corruption measures established by the Code of Ethics, Conduct and Regulatory Compliance and the Anti-Corruption Policy, approved in 2017.

## Anti-corruption mechanisms

The Company expressly prohibits offering or giving:



Any kind of attention as direct consideration for an act already performed or to be performed in the future. Attentions must be given, offered or accepted without any reciprocity



Cash



Any type of attention in the event that there is a risk that due to its frequency or value (individually or in the aggregate) it may be considered that such delivery or offering is not carried out on an occasional or reasonable basis

## Annual Compliance Training and Communication Plan

In the Compliance Body's training sessions, we explain, among other things, what our Crime Prevention Programme (CPP) consists of and work on specific examples of conduct which employees must avoid in order to comply with the ethical principles set out by the Company. We also explain the actions carried out by the Compliance Body and explain how the Complaints Channel works.

## Annual Audit Plan

Activities to assess the existence of any conflict of interest in the Company and compliance with internal rules such as our Procurement Standard, Contracting Standard, Credit and Collection Policy, Attachment Procedure, among others. We also have procedures in place to control payments on behalf of third parties and we have implemented measures such as: centralised treasury system, payments reflected in SAP, verification procedure, accounting of invoices, etc.

## Crime Prevention Programme

As part of Cosentino®'s Crime Prevention Programme (CPP), the criminal risk map, the gap analysis and other documents included in the CPP are constantly updated. In late 2020 work began on the update, this time with Cuatrecasas.

The Cuatrecasas consultancy work, which has been underway since the end of 2020 and is supervised and managed by the Compliance Body, consists of:

**I. Analysis of the level of adequacy and degree of updating of the Company's Compliance System with respect to** (a) the requirements under Section 31 of the Spanish Criminal Code; (b) the recommendations set out in the Spanish Circular 1/2016 issued by the Public Prosecutor's Office (FGE) on the Criminal Liability of Legal Entities; and (c) the recommendations and suggestions of best practices in this area (e.g., ISO 19600 on Compliance systems; and, UNE 19601 on Criminal Compliance systems and the most relevant international standards in this area, given the Cosentino® Group's global expansion), focusing, among others, on the following subsections:

- a. Identification and assessment of criminal risks that may be attributed to the Company (e.g. review of excluded risks and prioritisation approach used);
- b. Process of shaping the will of the legal entity;
- c. Identification and implementation of general and specific policies and procedures;
- d. Control and monitoring body. Review of the duties and composition of the Compliance Body;
- e. Complaints Channel and internal investigation process;
- f. Disciplinary procedure;
- g. Monitoring and reporting model; and
- h. Training and communication of the Compliance System.

**II. Review and Update Report conducted by an external expert on the adequacy of the Company's Compliance System to the requirements of the Spanish Criminal Code and to best practices in the area.**

**III. Development of an action plan in accordance with the conclusions of the Report:**

- a. Alignment of the risk map to the improvements identified. Implementation of the conclusions of the Report.

## Rules, protocols and internal procedures

**1. The Code of Ethics**, which governs how to act in different situations:

- a. Conflicts of interest
- b. Gifts and other gestures
- c. Relationship with third parties
- d. Financial Statement Integrity

**2. Other relevant standards:**

- **Procurement Standard**

- Supplier assessment, approval, registration and management procedure
- Requirement, negotiation and procurement desk management process

- **Contracting procedures** (commercial contract management), as well as procedures for planning permissions, granting of powers of attorney, processing of claims against insurance companies, payment of invoices, invoicing, debt recovery, contracting with the public administration and management of subsidies.

- **General terms and conditions of contracting and sale.**

- **Policy on donations and contributions to political parties, travel and expenses and credits.**

## Measures taken to combat money laundering

The Company's regulations on the Anti-Money Laundering and Combating the Financing of Terrorism (AML/CFT) are set out in the Code of Ethics, Conduct and Regulatory Compliance. It states that Cosentino® and its directors, executives and other employees shall not engage in or participate in activities involving the laundering (i.e. accepting or processing) of the proceeds of crime, in any form or manner. Thus, Cosentino® Group undertakes to comply with money laundering laws of any competent jurisdiction.

All employees involved in business transactions should be informed and trained on the obligations of the Company and its employees in cases required by law, including limits on the acceptance of cash or bearer instruments.

## Channels of communication on anti-corruption policies and procedures

Any conduct related to a possible breach of the measures on corruption and money laundering, as well as any behaviour in breach of the Code of Ethics, shall be reported through the Complaints Channel or to the Compliance Body.

### Specific actions on Anti-Money Laundering and Combating the Financing of Terrorism (AML/CFT):

- |   |   |
|---|---|
| <p>1. Formally identifying the individuals and legal entities with which the Company does business.</p>   | <p>7. Specific protocol to check that cash received by the Company corresponds to the services actually rendered. Acceptance by the customer that the invoice issued corresponds to the services actually rendered.</p> |
| <p>2. Conducting mandatory training courses on AML/CFT.</p>   | <p>8. Methods of payment used to settle amounts due to external suppliers (cash, cheque, transfer, etc.)</p>  |
| <p>3. Internal and confidential communication procedures for employees to report AML/CFT suspicious transactions:</p>   | <p>9. Procedure to ensure that all income received by the company is documented and filed. Documented procedure for issuing and/or approving invoices.</p>  |
| <p>4. Specific customer acceptance policy for AML/CFT purposes.</p>   | <p>10. Verification that the invoice corresponds to a valid order or service.</p>   |
| <p>5. Monitoring of customer transactions, identifying possible suspicious transactions for AML/CFT purposes.</p>   |   |
| <p>6. Contracts with suppliers and customers expressly refer in the Compliance Clause to the need to comply with AML/CFT standards and the regime of sanctions in case of non-compliance.</p> |   |



## Complaints Channel

Our Complaints Channel is available to all Cosentino® employees on the corporate intranet. In addition, people from outside of the Company can access and communicate or file a claim via our website or by email.

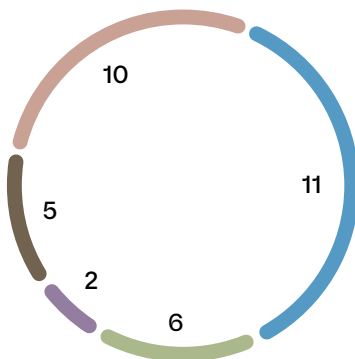
The Complaints Channel enables any person to report in full confidentiality any type of misconduct related with any case of non-compliance or breach of the conduct set out in the Code of Ethics, Conduct and Regulatory Compliance or any other related rules, policies or protocols.

The complaints and communications received are analysed and classified by categories and processed by the Ethics Committee or the Regulatory Compliance Body, depending on their content.

Furthermore, the company applies a 'non-retaliation policy' in relation to communications made in good faith.

The number of complaints received in 2020 in the Ethics Committee inbox was 34, all of which were resolved. Please find the type of complaints detailed by typology below:

### Number of complaints



- Fraud
- Harassment
- Inappropriate behaviour
- Discrimination
- Others

(1) Others: Includes issues related to occupational safety, intellectual property, infringement of rights, etc

# 2020 milestones and figures



## Our People

- 4740 employees in 2020 from more than 70 nationalities
- Employment: 92.87% of our employees have permanent contracts.
- Occupational Health and Safety: We maintained the total accident rate at 3.75 and the lost-time accident rate at 1.65 (3.70 and 1.60, respectively, in 2018).
- Automation and digitalisation of processes to enhance employee safety
- Constant communication between the company and its employees
- New development and training programmes on topics with a 'European Mindset' (digitalisation, environment, sustainability, etc.).
  - Agile Training
  - Ingenia 2020 Programme



## Environmental Sustainability

- HybriQ® and HybriQ+®: Efficient and rational use of resources and environmental product innovation
- Decarbonisation strategy: Verified calculation of the organisation's Carbon Footprint and Carbon Neutral Dekton® declaration.
- 45% waste recovery rate.
- Global environmental investments of 15 million euros and 10 million euros in environmental expenditure and monitoring.
- Strategic alliances: EOCENE project
- 2<sup>nd</sup> Sustainable Mobility Plan



## Internationalisation

- We distributed our products to 119 countries
- 119 Cosentino® Centres
- 15 Cosentino® Cities
- 4 logistics hubs, three in the USA and one in Australia
- 5 logistics operators



## Community

- We donated over 1.1 million euros to social initiatives.
- We consolidated our commitment to the education of young people through the Eduarda Justo Foundation and the Dual Vocational programme.
- We continue to support art and culture as sponsors of the Ibáñez Cosentino® Art Foundation.



## COVID-19 Actions

- Coronavirus crisis committee + follow up plan
- Special end-of-year bonus amounting to more than 4 million euros for all staff
- 3 key priorities in 2020:
  - Employee safety and integrity
  - Corporate sustainability
  - Cooperation with health authorities
    - Donation of medical equipment



## Investment and innovation

- Investment in R&D&I in 2020:  
**19.8 million euros**
- **Launch of HybriQ® and HybriQ+® technology**
- **Increase in Silestone® production capacity**

# Economic Performance in 2020

## Economic scale

### Net business turnover

1,077,925,401 €

2019: 1,109,884,277 €

### EBITDA

214,193,589 €

2019: 192,904,458 €

### Total Assets / Liabilities + Net Equity

1,357,601,048 €

2019: 1,307,493,472 €

### Net financial debt

202,688,753 €

2019: 258,251,755 €

### Investments over the Financial Year

117,596,613 €

2019: 125,119,003 €

### Net Equity

385,678,486 €

2019: 396,675,147 €

### Net profit

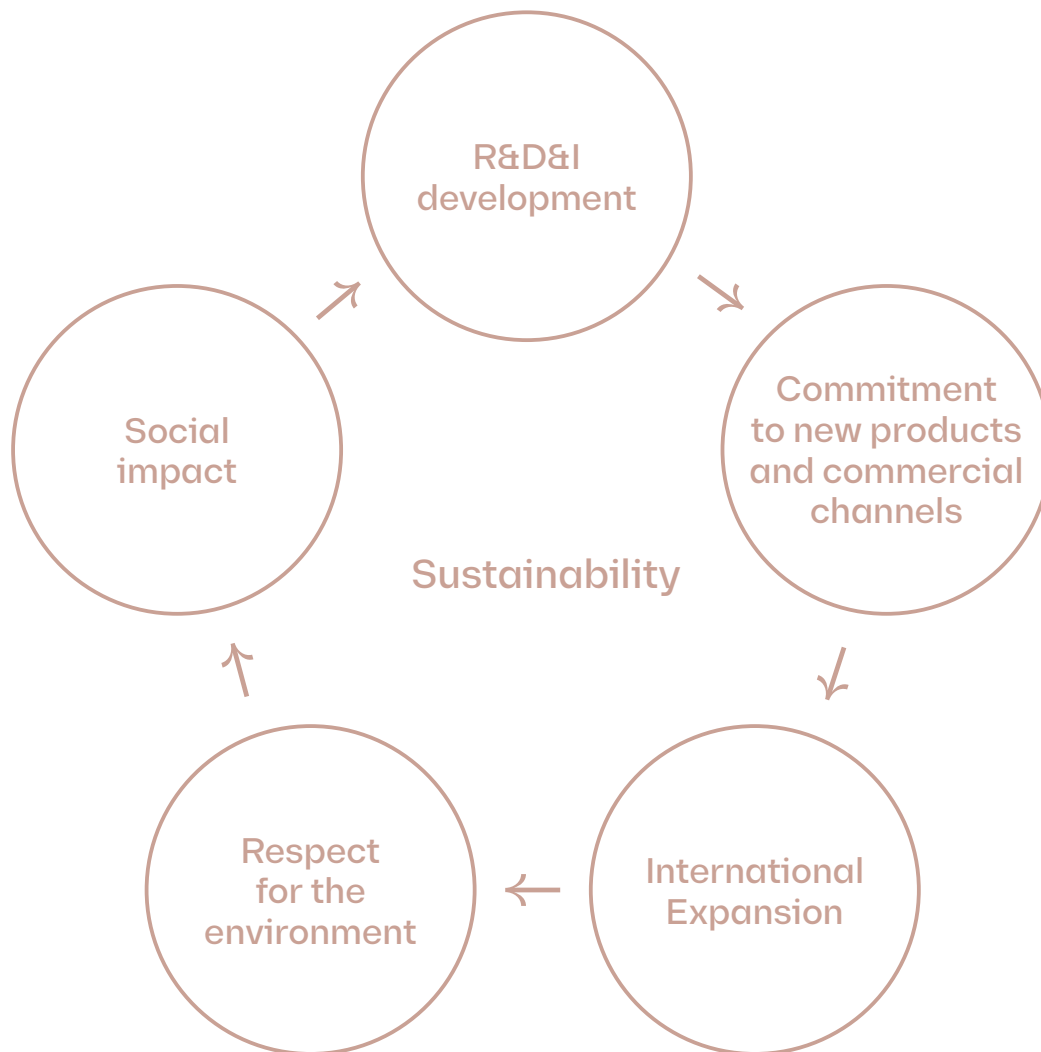
65,271,099 €

2019: 69,847,352 €

## Business evolution and results

Over 2020, we have consolidated and strengthened our position as a global market leader. Our constant investment in new production processes, internationalisation, product differentiation, vision of the future and financial strength have enabled us to stay ahead of our competitors.

During this financial year we have based our activity on:



Cosentino®'s financial strength has allowed us to continue with our Strategic Expansion Plan into international markets, to develop our production capacity and to pursue our goal of diversifying our range of products and distribution channels.

# Leaders in the industry: Excellence in quality and service

## Innovation: A transverse axis of our essence

In 2020, Cosentino®'s great innovation story has once again reached a milestone. An example of this is the launch of the new Silestone® collection with HybriQ® technology, a new generation of increasingly sustainable products where process and product come together through multidisciplinary research to create products of great beauty and a design focused at the same time on a global and sustainable scope of the product. Our customers, who are increasingly looking for aesthetics, use, performance, origin, as well as the way we produce, transport, recycle or reuse, are guiding our innovation strategy towards a more global, integrated and environmentally friendly vision.

Innovation is one of the key components of our DNA. The challenge of innovation strategy is to develop products that reflect the preferences of markets and consumers around the world, anticipating their needs and expectations.

The continual improvement in the features of these products and their applications while maintaining an efficient, sustainable production and distribution system are the key areas of our work in this context.

These are the figures on innovation-related investment over the years at Cosentino®:

Innovation (€)	2016	2017	2018	2019	2020
	15,849,572.00	22,560,328.00	25,284,949.56	19,463,933.41	19,753,345.47

Total investment (including CSA and CRD)*	2020
Investment in R&D&I projects	7,695,588.18
Investment in R&D&I assets	838,054.12
Investment in non-industrial R&D&I-related assets	1,931,984.73
Investment in industrial R&D&I-related assets	9,287,718.44
<b>TOTAL</b>	<b>19,753,345.47 €</b>

\* Non-capitalised R&D costs included

In total, 23 models and a family of patents have been registered, which our industrial property team has selected to continue protecting our knowledge of an increasingly demanding and competitive sector.

Needless to say, we have achieved this not only with our great team, but also with our network of partners, who have signed 23 firm contracts in 2020. This shows a more open and multidisciplinary innovation, not only with our own suppliers of raw materials or technology.

2020 has also been a year in which we have seen an increase in the collaborative involvement of universities in our challenges. During this year, we have signed 11 open partnership agreements with universities and technology centres. This has led us to an integration into their lines of collaboration and educational programmes, which has been key to continue growing through new research, as well as the possibility of training of new professionals specialised in our materials and their technologies.

In addition, the commitment to innovation aims to achieve a new generation of highly sustainable composites. In this line, we conduct the EOCENE project, a pioneering project in the investigation of the circular economy for the thermoset composites industry. Its purpose is to develop a new generation of more sustainable composites for the formulation and manufacture of materials used in housing, construction and aeronautics. The project has been supported by the Spanish Ministry of Science and Innovation, being one of the initiatives selected within the 'Missions Programme' coordinated by the Spanish Centre for the Development of Industrial Technology (CDTI), with the support of the Technological Corporation of Andalusia (CTA). The project promotes: 1) the procurement of all the components of a composite material (resin and mineral fillers and/or reinforcing fibres) from renewable sources, and 2) the development of sustainable technologies for controlled end-of-life waste recovery processes, consisting of using the waste as a recycled raw material and harnessing CO<sub>2</sub> from thermal processes.





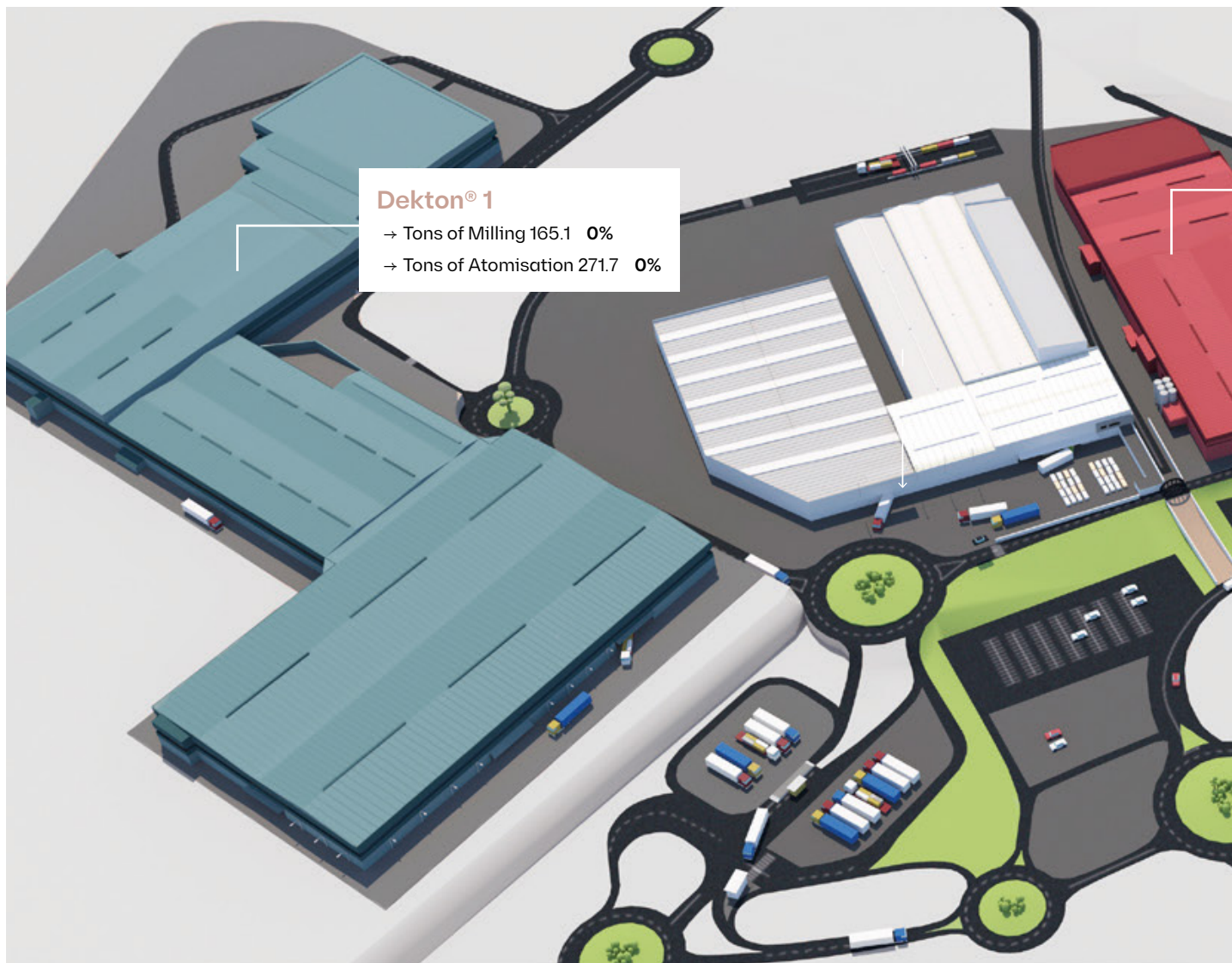
## Industrial Digitalisation

We firmly believe that industrial digitalisation is crucial to achieve a more competitive and efficient production model. It is the path that will make the difference in the medium and long term to produce with less waste, more product customisation and in a more sustainable way.

We want to equip people with powerful tools and everything they need to make the right decisions as quickly as possible. We need to guide operators, engineers and plant managers in this decision making with artificial intelligence-based tools, focused on helping and being useful from the design stage.

At Cosentino®, we have been committed to this strategy for years with tools based on SAP and MII. In 2020 we have taken a further step towards the Industrial Internet of Things (IIoT) with the project based on Microsoft Azure IoT. Thanks to this initiative, data generated by a company's machine can be sent, stored and processed in the cloud, with unlimited capacity and full accessibility in times of pandemic.

Main view of Cosentino®'s IoT platform: Digital industrial park



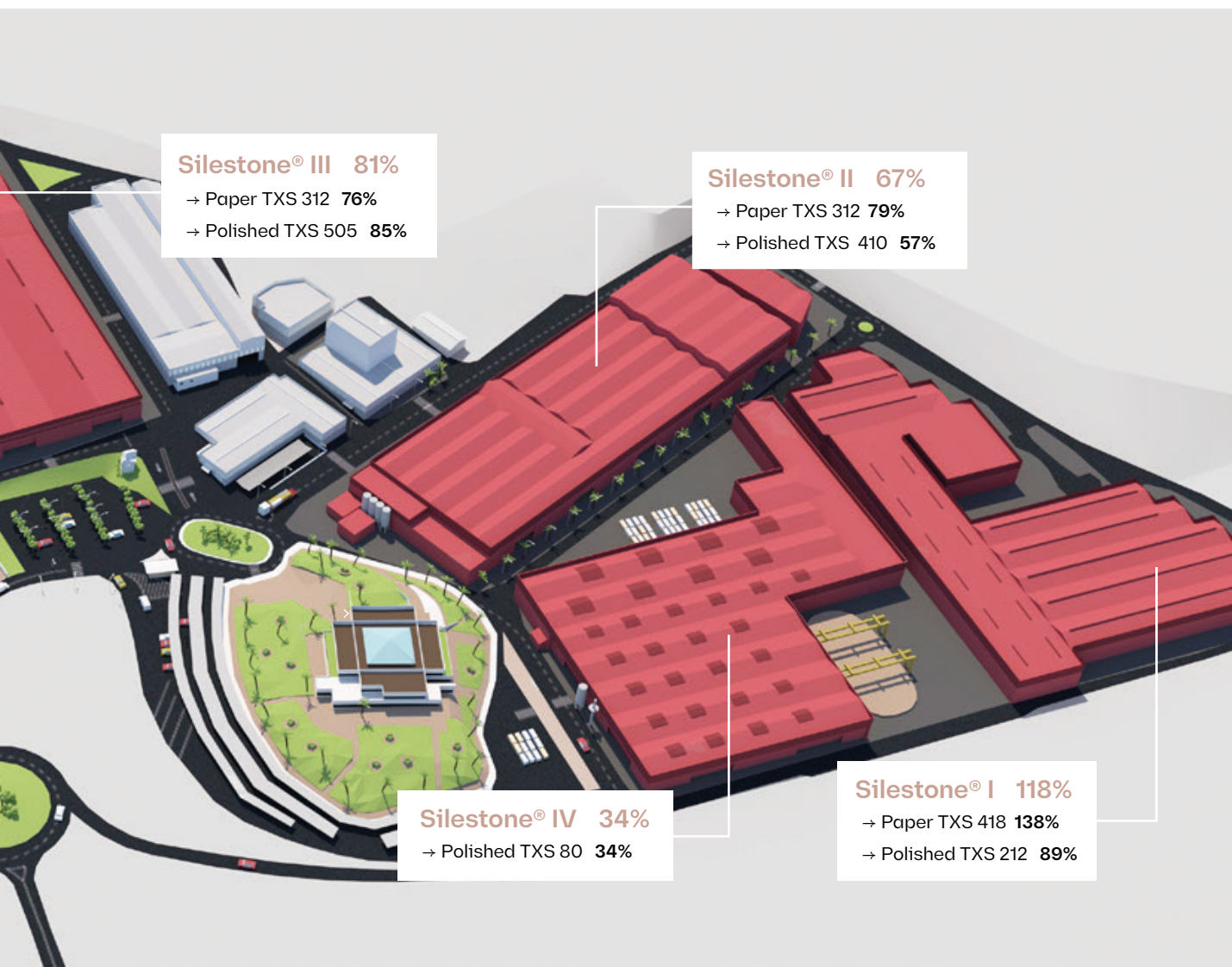


Since the end of 2020, at Cosentino® we are sending and recording more than 40,000 variables from over 500 machines. The recording frequency of these variables ranges from 500 milliseconds to 60 seconds, allowing any technician to see exactly what has happened at any point in the production process.

The raw data collected is used to build high-level reports. The data is processed to produce indicators such as dust and gas emissions, which help to quickly understand what is happening on the various production lines. Cosentino® thus complies with national and regional emissions regulations and automatically monitors and records them.

During 2021, we will start conducting proof of concept by applying artificial intelligence to the production process. We will try to identify quality failures on different machines to inform operators. The automatic quality failure detection will enable us to make progress on the difficult path of knowing why these failures arise, with the intention of preventing them in the near future.

TXS → Slabs



## Robotisation and Industrial Automation

At Cosentino®, we strive for robotisation and automation of all processes involved in the production and manufacturing of our products in order to increase our economic competitiveness, mitigate the effects of our operations on the environment and increase employee safety.

More than a purely productive factor, the installation of robots and automated machines has an impact on many other factors, such as:

- Improving safety at work.
- Improving ergonomics and quality of the workspace of the person involved.
- Making processes more flexible.
- Improving data flow and analysis, allowing for a more complete and detailed view to optimise processes.
- Giving the company a competitive advantage by having unique processes in a timely manner

For this reason, over the last three years we have installed 82 robotic cells, all of them dedicated to different processes, such as:

- Production of unique patterns in stone and ceramics
- Stone cutting
- Stone polishing
- Stone machining
- Palletising and depalletising

It is worth highlighting the Innovation and Development aspect of these robotisation projects, as 90% of the workflow is carried out internally – from the needs of the factories and the product to the design (mechatronic) and planning of the robotic cell and, finally, its execution and commissioning (mechanical, electrical and programming).

To meet all these requirements, Cosentino® has a team of 6 Industrial Engineers, specialised and focused on the development and maintenance of all these industrial robotisation needs.

Technologies like **Artificial Vision, CAD/CAM, Machine Learning and Digital Twin** are tools that we use in our daily work and in which we continuously train ourselves to offer the best possible service.

## Integrated Management System

Cosentino® has a management system based on a set of interconnected and transversal rules and principles which contribute to the internal management of our processes.

This system ensures that we act in accordance with the different regulations applicable to Cosentino®'s industrial activity, the ultimate goal of which is to optimise available resources, improve organisation, reduce costs and improve the Company's performance.

### 2020 Renovamos

- ISO 9001:2015: Sistema de Gestión de la Calidad.
- ISO 14001:2015: Sistema de Gestión Ambiental.
- ISO 20400:2017 Sistema de Gestión de Compras Sostenibles.
- UNE 15896 2015: Norma Europea de Compras.

### 2021 Previstas

- ISO 50001:2011 de Gestión energética.
- ISO 45001: 2018, Sistema de Gestión de Seguridad y Salud Laboral.

In the same way, these certifications ratify good practices and excellence in the activities in this area as well as our other areas of influence: commercial, financial, operations, human resources, work environment, etc.

With a view to being certified in 2021 in ISO 45001, Occupational Health and Safety Management System, Cosentino®'s Management has reviewed the commitments of Quality, Health and Safety, Environment and Energy, launching a new integrated policy. These commitments are in line with the Company's sustainable development strategy (Agenda 2030 commitments). This policy strengthens Cosentino®'s commitment to protecting the health and safety of its employees and the environment. It also promotes the following principles:

1. To meet the needs and expectations of our stakeholders
2. To comply with applicable law
3. To be a reference for our stakeholders
4. To enhance the knowledge, competence and digitalisation of our processes
5. To take into account the health and safety, environmental and energy variables in the planning of our activity
6. To achieve the objectives set. The promotion of employee and stakeholder well-being is a key objective.
7. Efficient and effective integration of health and safety, quality, environmental and energy criteria throughout the organisation's structure
8. To engage the entire value chain in our firm commitment to quality, health and safety, environment and energy.

The efficiency of our management system is verified by several certification bodies, such as DNV GL – Business Assurance, for ISO 9001 and 14001 standards, the Spanish Association for Purchasing, Recruitment and Supply Professionals (AERCE), for ISO 20400, and Bureau Veritas, for UNE EN 15896:2015.

These entities thereby endorse Cosentino®'s commitment to quality and environmental management, as well as to sustainable and efficient management, creating added value for its direct value chain and for society in general.

## Product certification

We hold more than 20 product certificates, verified self-declarations and published voluntary tests of our products, including:

- 12 certificates, which are audited on an annual or biannual basis together with regular tests carried out both internally and externally, depending on the requirements of each certificate
- Over 10 tests and self-declarations, which expire periodically and are renewed with tests or documentary review according to the rules specified by each entity issuing the certificate or under which the self-declaration is issued.

The major topics covered by these certificates are:

- Food contact,
- Volatile emissions,
- Applications like façades, ships, trains, flooring, etc.
- Environmental certifications, such as:
  - Life cycle analysis,
  - Carbon Neutral,
  - Self-declarations on the absence of hazardous substance content, such as Declare and HPD labels, stand out the most.

In order to verify the effectiveness of our management system, and to check that the characteristics of the processes conform to the specifications expected of it, 11 audits were conducted during 2020, 10 in the factory in Spain and one in Brazil. These audits showed an improvement in results compared to the previous year.

Improvements were also made to control incidents detected in the different processes. These have helped improve management and decision making, analysed root causes and allow us to implement improvements and risk reduction in each of the production plants.

As part of our firm commitment to continuous improvement, and risk reduction, improvements have been made at process level to detect incidents, with the digitalisation of different control parameters being carried out in 2020. This automation has made it possible to convert the data into knowledge for decision-making.

## Risk management and control

At Cosentino®, we are exposed to certain risks, which we manage by applying systems to identify, control and manage them. Accordingly, we use various tools to anticipate the different kinds of financial and non-financial risks faced by the company.

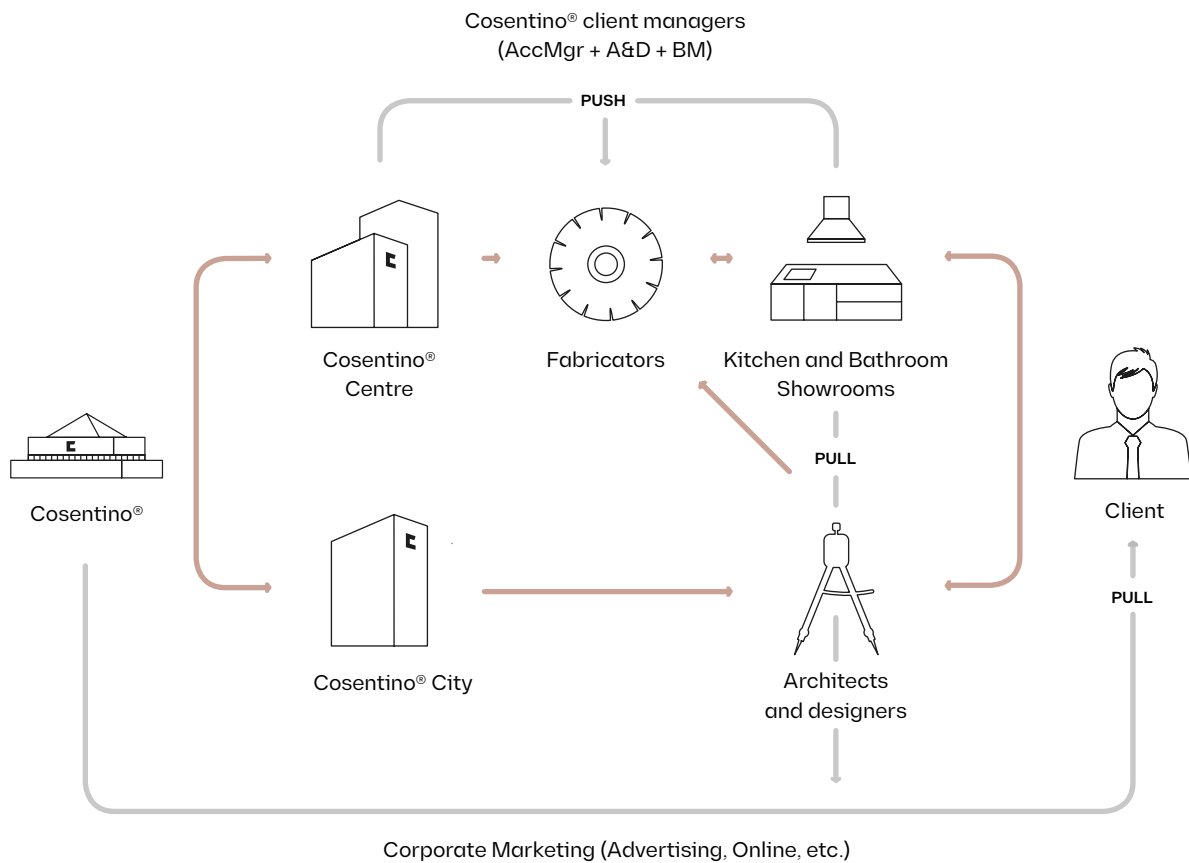
- With the aim of mitigating potential adverse effects on our economic and financial profitability, and against the backdrop of uncertainty in the financial markets, we drew up a global Group risk management programme that covers financial market risks, credit risk and liquidity risk.
- We update our SWOT matrix on a yearly basis. It is a comprehensive analysis that considers the perspective of different departments in the company: Finance, Innovation, Internal Auditing, Purchases, People, Sales Process, Logistics, Health and Safety, Quality and Environment. The SWOT matrix is part of our Annual Strategy Plan and is reviewed by the Board.
- We establish corrective or preventive action for each of the situations of risk identified in our annual review.

We update the Company's risk map every 2 years. For the 2019 and 2020 financial years, we identified 10 critical risks and 24 risks to monitor. Responsibility for monitoring the 10 critical risks has been assigned and risk sheets drawn up that include indicators to measure risks, the company's internal guidelines that regulate the processes affected by these risks, and the action plan being carried out to mitigate them. These risk sheets are presented at the quarterly audit and control committee meetings.

## How do we make it?

- We work with a strong focus on our clients: marble suppliers, kitchen and bathroom retailers, architects, designers and builders/developers from around the world. These are the key players, the ones who keep us in the loop so that we can respond to our end users' needs.
- We channel this connection through our various business units all over the world: Cosentino® Centres and Cosentino® Cities. We also rely on a solid multi-channel communication and marketing strategy, in parallel with the constant reinforcement of the brand positioning with our stakeholders.
- We seek to go a step further in our collaboration with our customers and partners, working together across our value chain through open innovation processes, the promotion of health and safety, respect for the environment and 360-degree quality.

### Business model: The Cosentino® Value Chain



# What we do

We want our products to inspire our customers and partners to create innovative spaces.

This challenge requires us to meet the expectations of increasingly demanding users who seek high-quality, beautiful and functional products that are also environmentally friendly and meet the highest safety standards with regard to their production and handling.



World's leading brand in the category of quartz surfaces, composed of more than 90% natural quartz. It was launched on the market in 1990. It includes the innovative N-Boost technology patented by Cosentino®, an advanced technological development that improves the functionality, quality and beauty of the surface. It facilitates cleaning and daily maintenance and offers great color intensity and extraordinary shine.

**Certifications:** UL Greenguard and UL Greenguard Gold, NSF, Environmental Product Declaration (EPD).

Silestone® ECO Line is a series manufactured with at least 50% recycled materials. It has Cradle to Cradle, LEED, Greenguard and EDP certifications.

Launch of the new collections with HybriQ technology in Silestone, a new generation of increasingly sustainable products.

More information at [www.silestone.com](http://www.silestone.com)



Ultra-compact surface whose launch in 2013 represented a revolutionary new category of surface in the market. Manufactured with the exclusive Particle Sintering Technology (TSP) and developed by Cosentino® Group's R&D group, it comprises an ultra-compaction system to mimic the process by which natural stone is produced.

**Certifications:** UL Greenguard, NSF, BBA (British Board of Agreement), ETA (European Technical Assessment), QB UPEC (France), IMO; Environmental Product Declaration (EPD).

Thanks to a verified Voluntary Offset Project, our Dekton product has been declared carbon neutral, as the total emissions associated with the entire life cycle of the product have been offset.

More information at [www.dekton.com](http://www.dekton.com)



Cosentino®'s range of high quality and exclusive granite and quartzite surfaces, featuring the innovative Senguard NK stain protection.

**Certifications:** NSF, Greenguard and Greenguard Gold.

More information at <https://www.cosentino.com/es/sensa>

## Main developments and launches in 2020:

### The Collection Dekton®

In just a few months and in the midst of a worldwide pandemic, the Collection became Dekton®'s most successful launch in the last three years. It combines four themed series each with their own distinctive personality: the sensitivity of nature captured by Chromica, together with Liquid's elegance and fluidity – reserved for our most innovative clients – the daring and provocative colours of Avant-Garde, together with the versatile and diverse tones of Portfolio

→ **LIQUID:** Each of the tones within this colour palette is inspired by elements in their liquid state. Staying loyal to PATERNITY and its philosophy, the concept of this collection takes inspiration from the beauty found in nature, protecting the environment and promoting sustainable design, resulting in unique patterns such as Liquid Embers and Liquid Sky or the new Liquid Shell texture.



Sky

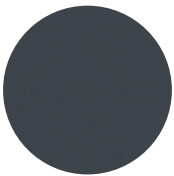


Shell

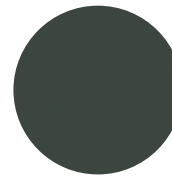


Embers

→ **CHROMICA:** It emerged from the collaboration with architect and designer, Daniel Germani. This new series has been created with the aim of expanding the Dekton® colour spectrum, incorporating two new must-have shades in sophisticated, chameleon-like matte: one blue, like Baltic, and the other green, like Feroe.



Baltic



Feroe

→ **AVANT-GARDE:** To be daring is to be a trendsetter; to innovate is to have an impact, to break away from the norm. Avant-Garde is a fusion of new designs from Dekton®'s most state-of-the-art collections. Rich, chromatic designs for spaces with a distinctive personality. Laurent is one of the most distinctive and unique colours in the world for its complexity and beauty, thanks to its texture, which adds an interplay of shades that enhances the golden and black contrasts of its veining.



Helena

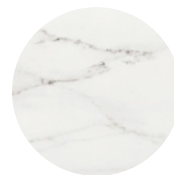


Khalo



Laurent

→ **PORTFOLIO:** It brings together five traditional colours to suit all types of project. Simple one-colour patterns with subtle veins and details that combine versatility with an unmistakable touch of style, including Rem, the flagship of one of this year's great technical innovations, the synchronisation of relief and design. In Rem we can appreciate fine veining with subtle grain, which offers the ultimate in natural sensitivity.



Rem



Bromo



Milar





Feroe Dekton® Chromica



Shell Dekton® Liquid





Sky Dekton® Liquid



Embers Dekton® Liquid



Laurent Dekton® Avant-garde



Khalo Dekton® Avant-garde





Rem Dekton® Portfolio



Bromo Dekton® Portfolio

## Silestone® Loft

At Cosentino® we are launching a new series of colours inspired by the industrial style. The origin of this style dates back to the mid-20th century. In those days, abandoned factories, large workshops and warehouses in several New York neighbourhoods were turned into open-plan housing, or what became known as loft apartments. Back then, concrete, cement, beams, pipes and the deliberately unfurnished look became a central and popular look within many homes.

Silestone® Loft has managed to capture the essence of 5 iconic places in the world which offer a special industrial beauty in their streets, buildings and urban areas – an essence that is brought into homes through a new, purely urban collection. Homes become extensions of the neighbourhood, places where we are in constant contact with the source materials.

It is the connection between the past and the present that has led us to the creation of the Silestone® Loft series: Camden, Poblenu, Seaport, Nolita and Corktown. Do these names ring a bell? These represent five iconic neighbourhoods with a distinctive history and industrial look that is reflected in their streets, buildings, urban furniture and interior decoration.



Nolita



Poble Nou



Camden



Seaport



Corktown

SERIES  
**LOFT**







Poble Nou Silestone® Loft



Corktown Silestone® Loft

## HybriQ Technology®

Silestone® Loft features, for the first time, the innovative and exclusive HybriQ technology®. This is a new production process characterised by the company's commitment to the circular economy and sustainable management.

HybriQ technology® is a qualitative leap in the evolution of the Silestone® brand. Furthermore, thanks to HybriQ technology®, the presence of crystalline silica is significantly reduced in Silestone® Loft surfaces.

Cosentino® has developed a new generation of Silestone® that is more sustainable and environmentally friendly. This milestone is the result of more than three years of intense work by Cosentino® Group's Innovation and Product and Environment teams.

In addition, some colours contain recycled content. These colours are identified as HybriQ+®. Both HybriQ and HybriQ+® technology incorporate patented or patent-pending innovations.

**HYBRIQ**  
TECHNOLOGY®

**HYBRIQ+**  
TECHNOLOGY®

## Dekton® and its new formats

Dekton® is destined to become the product that covers all surfaces, its properties make it ideal as an architectural material and its design is the inspiration and main feature of many interior spaces.

The format, traditionally based on the worktop, has been one of the areas of work to improve the adaptation to new functionalities. Optimma format was created with the aim of improving Dekton® for interior vertical cladding.

The Dekton® slab has been optimised taking into account its common applications to create a new format with better price, design, installation and handling. The first format of this family is 260 x 100 x 0.4 cm.

Optimma Format's strengths are:

- **Cost-effective:** The dimensions have been optimised to the most common cladding standards, which allow us to reduce excess material and economise on the price of the piece.
- **Purposeful Design:** The slab has been created to maximise its overall height, making it much easier to cut for cladding.
- **Easy to install:** The product is smaller and lighter which makes it easier to transport and handle. Cutting can be done with simple tools, without the help of marble fitters. The piece is always delivered in mesh and with edges already bevelled.
- **Match Design:** A design intended to place the slabs vertically, thus creating a continuous design.



Introducing the new Silestone®.  
with HybriQ+ technology



# The Ultimate Mineral HybriQ® Surface



**98%**  
Recycled  
Water



**100%**  
Renewable  
Energy



**MIN 20%**  
Recycled  
Glass

Discover more  
on YouTube



## Prizes and Awards 2020

### Francisco Martínez-Cosentino Justo

- Recognised as the most trusted Andalusian business leader in the Spanish business world, according to data from the 'iTRUST Business Leaders Ranking' study, conducted by the national brand intelligence think tank MESIAS – Inteligencia de Marca España, in collaboration with iTRUST Country Brand Intelligence and the CEU San Pablo University (Spain).
- Awarded the **Commendation of the Order of the Spanish Chamber of Commerce, Industry, Services and Navigation**. (Spain).

### Cosentino® Group

- Pilar Martínez-Cosentino Alfonso, winner of the **Executive of the Year Award of Andalusia** by the magazine Andalucía Económica (Spain).
- Cosentino® Group, recognised in the **1<sup>st</sup> Edition of the UK-Spain Business Awards**, promoted by the International Trade Department of the British Embassy in Spain (United Kingdom).
- Cosentino® Group, recognised as **Best Ambassador Company of Southern Spain** at the 1<sup>st</sup> Edition of the PEC Awards by CESUR (Association of Entrepreneurs of Southern Spain) (Spain).
- Cosentino® Group, recognised by the Iberia airlines as **Best Company in the Southern Delegation** as part of its Fitur Awards (Spain).
- Cosentino® Group, awarded with **Ponce de León 'Company of the Year'** prize by the Spain-US Chamber of Commerce (USA).
- **Stevie Awards** for the publication 'C-TOP Restaurants' by Cosentino®.
- The US insurance company PMA Companies awards **the risk and safety management of Cosentino® North America**.
- 'Inspiration Day', winner of the **Best Internal Event for up to 500 employees** category at the Dircom Ramón del Corral awards.
- 'Cosentino® One', awarded as **Best Internal Publication** at the Dircom Ramón del Corral awards.
- 'Cosentino® TV Magazine', winner of the **Best Corporate Radio and Television** category at the Dircom Ramón del Corral awards.

### Products / Brands

- Silestone® by Cosentino, voted **The Best Work Surface at the Bathroom and Kitchen Update Awards (BKU Awards 2020)** (UK).
- The Dekton® Stonika series has been recognised as a **finalist in the Dobry Wzór awards**, one of the most renowned and prestigious awards in Poland.
- **Carbon Neutral Dekton®** recognised among the **101 Business Examples of Climate Action in 2020**, organised by the #PorElClima Community
- The Dekton® Liquid series, **finalist in the Best of the Year 2020 awards of the American magazine Interior Design (USA)**.



Francisco Martínez-Cosentino Justo Awarded the Commendation of the Order of the Spanish Chamber of Commerce



Otros Premios

→ The Designer Awards give the Gold Award in the category: 'Innovation in Kitchen Product Design' to the series: Dekton® Liquid. (United Kingdom).



→ The Dekton® Avant-Garde series is the winner of the #MetropolisLikes NYCxDesign Awards. (USA).



→ The Dekton® Avant-Garde series was nominated 'Editor's Pick' in the category: 'Interior Finishes + Surfaces', of the Architect's Newspaper Best of Products Awards.



→ The Dekton® Liquid series was nominated as a finalist in the 'Hard Surfacing' category at the Architizer A+ Awards.



→ The Dekton® Avant-Garde'20 series, honourable mention at the Interior Design's NYCxDesign Awards in the 'Kitchen' category by the American magazine Interior Design (USA).



→ The Dekton® Liquid Sky series was the winner in the category: Great Bath Design at the AD Great Design Awards by Architectural Digest magazine. (USA).



→ The Dekton® Liquid series has been awarded the Gold 2020 prize in the 'Surfaces' category at the Most Valuable Products Awards of the American magazine PRODUCTS (USA).



Francisco Martínez-Cosentino Justo, best Ambassador Company of Southern Spain



Pilar Martínez-Cosentino Alfonso, winner of the Executive of the Year Award of Andalusia by the magazine Andalucía Económica



Cosentino Team

Our objective is  
to spearhead the  
creation of a safe,  
appealing, inspiring  
and successful  
workplace.

Team



## Team

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Strengthening health and safety



# A great team

We are aware that our workers constitute a cornerstone of our activity.

We place particular emphasis on what is important to our staff: their health and safety, training and professional development, and quality employment that is adapted to their needs.

We ended 2020 with a workforce of 4,740 people across the globe, comprising of professionals from 70 different nationalities and with 16.5% of women in management and leadership positions. This diversity enriches our vision when making decisions and paves the way for our leadership.

Thanks to our support for internal promotions and improving satisfaction levels, we have a high percentage of permanent contracts. This year the percentage of this type of contract at a global level is 92.87%.

It is worth mentioning that, despite COVID-19, we committed ourselves to preserving jobs and avoided any layoffs. We have managed to almost match the number of employees compared to the previous year. Indeed, our commitment to our people in the face of COVID-19 has been exceptional. We have maintained our commitment to quality employment, ending 2020 with a diverse workforce of 4,740 employees worldwide. Furthermore, we have taken care to ensure the integrity and safety of our employees by taking all necessary health measures and protocols.

The commitment of our workforce during the pandemic is also noteworthy. For this reason, we decided to offer a special year end bonus to all our staff, amounting to more than €4 million.





# Cosentino<sup>®</sup> workforce breakdown in Figures

## Evolution of the number of employees

	2016	2017	2018	2019	2020
Number of employees	3,624	3,917	4,314	4,785	4,740

## Employees by contract type and gender in 2020

	Women	Men	Overall total
Permanent	1,043	3,359	4,402
Full-time	1,013	3,349	4,362
Part-time	30	10	40
Temporary	46	292	338
Full-time	46	289	335
Part-time	-	3	3
Dismissals	65	188	253
Overall total	1,089	3,651	4,740



### Employees by contract type and age in 2020

	Under 25	from 25 to 35	from 35 to 45	from 45 to 55	Over 55	Overall total
Permanent	125	1,253	1,628	1,007	389	4,402
Full-time	124	1,245	1,606	1,002	385	4,362
Part-time	1	8	22	5	4	40
Temporary	59	150	85	31	13	338
Full-time	59	150	85	31	10	335
Part-time	-	-	-	-	3	3
Dismissals	12	71	86	54	30	253
<b>Overall total</b>	<b>184</b>	<b>1,403</b>	<b>1,713</b>	<b>1,038</b>	<b>402</b>	<b>4,740</b>

### Employees by type of contract and professional category in 2020

	Senior Management	Middle Management	Operational Management	Professional	Administrative	Operator	Overall total
Permanent	20	67	603	1,385	279	2,048	4,402
Full-time	20	67	600	1,365	269	2,041	4,362
Part-time			3	20	10	7	40
Temporary	0	0	1	33	9	295	338
Full-time	-	-	-	33	9	293	335
Part-time	-	-	1	-	-	2	3
Dismissals	0	3	19	88	25	118	253
<b>Overall total</b>	<b>20</b>	<b>67</b>	<b>604</b>	<b>1,418</b>	<b>288</b>	<b>2,343</b>	<b>4,740</b>

# Remunerations

Our remuneration policy does not differentiate on the basis of gender and seeks objectivity in reviewing individual remuneration to ensure that it is equitable in relation to the level of responsibility and contribution to the Group's results.

The change in average remuneration compared to the previous year is affected by the variation in salaries as well as by the variation in the exchange rate of the local currency to the euro, so that positive increases in local currency can become negative when converted into euro.

## Salary Information Senior Management

	% gender		Average in euros	
	Men	Women	Men	Women
Year 2020	80%	20%	296,640	159,740
Year 2019	81%	19%	232,597	142,817
Year 2018	81%	19%	203,783	120,184

\*Senior Management also includes Advisors.

## Salary Information excluding Senior Management

Average remuneration	Year 2018 (€)*	Year 2019 (€)	Year 2020 (€)	Variation in the period 19-20 (%)
Men	38,438	40,877	40,618	-0.63%
Women	43,009	45,844	46,945	2.40%

### Salary Information excluding Senior Management

Average remuneration	Year 2018 (€)*	Year 2019 (€)	Year 2020 (€)	Variation in the period 19-20 (%)
Under 25	20,027	25,889	26,173	1.10%
from 25 to 35	32,577	35,441	36,982	4.35%
from 35 to 45	41,598	43,884	42,759	-2.56%
from 45 to 55	46,528	49,028	48,170	-1.75%
over 55	47,762	49,862	47,953	-3.83%

Average remuneration	Year 2018 (€)*	Year 2019 (€)	Year 2020 (€)	Variation in the period 19-20 (%)
Senior Management	187,859	215,496	269,260	24.95%
Middle Management	162,780	172,402	167,315	-2.95%
Operational Management	63,083	67,784	67,618	-0.24%
Professional	47,506	50,213	50,880	1.33%
Administrative	30,766	34,037	34,232	0.57%
Operator	24,590	27,033	27,327	1.09%

Below is a table showing the 2020 pay gap, broken down by category:

### Salary gap\*

Senior Management**	64.3%
Middle Management	6.4%
Operational Management	-4.2%
Professional	-12.1%
Administrative	4.9%
Operator	2.7%
<b>Overall total</b>	<b>-27.9%</b>

\*Pay gap by professional category (median):

(Median Men/Median Women) / (Median Men)

Where positive gap (+) indicates the % by which the median salary for women is lower than the median salary for men, and negative gap (-) indicates the % by which the median salary for women is higher than the median salary for men.

\*\* To a large extent, the significant difference between men and women results from the fact that the female group includes non executive advisors, whose remuneration corresponds only to their advisory role or non-executive employment, while the male advisors (except for one) also have executive functions and receive remuneration for both responsibilities.

# Creating quality employment

The People philosophy entails a holistic view of our employees' experience, encompassing their working environment as well as personal, family and motivational aspects.

## Work-Life Balance

The balance between work and family life is key to employee well-being. 131 employees took parental leave during 2020, of whom 32 were women and 99 were men.

On the other hand, the year 2020 was marked by the pandemic and the series of measures taken by the company in terms of occupational risk prevention. In this regard, since the beginning of the pandemic in March, a system of rotating shifts for home working was implemented for all those jobs that could be delivered this way. This measure cannot be considered as a new policy in itself. Once this exceptional period is over, the Company will resume the analysis of the work-life balance measures to be permanently implemented.

## Health Insurance

One of our priorities is to improve conditions for our employees, especially in locations or cases where the socio-economic situation hinders access to health and social security benefits.

During 2020, all health coverage benefits have been maintained for sites where they were already in place.

## Company Bus Route

In 2020, the company's bus routes operating in the previous year continued to be available, largely subsidised by the Company. In the case of the Almería route, it operates both office hours and factory shifts. Meanwhile, the local route covers factory shifts. In view of the situation caused by the pandemic, the Almería route was suspended during this period in order to maintain health and safety measures.

## Health and Well-Being Programmes

Cosentino®'s responsibility to its employees is translated into strategies that invite them to incorporate a healthy diet and physical activity into their everyday life in order to reduce the incidence of diseases associated with a sedentary lifestyle. In keeping with these aims, the Health Promotion Programme was continued in 2020 focusing on:

- Raising awareness of healthy nutrition through information sessions delivered by nutrition specialists and advisors from the Andalusian Regional Government to workers at the Cantoria work centre (Almería, Spain).
- Promotion of Physical Activity: The Activate project has been launched with a pilot project to monitor the physical activity programmes for 3 months using the New Me smartphone app.

To mitigate the effects that the pandemic may have had on workers' health, the **PSYCAP study** was carried out in 2020 with the collaboration of Mutua Universal. Being aware of the impact that COVID-19 has had at all levels and the exceptional situation experienced, the Mutual Insurance Company for Accidents at Work and Occupational Diseases - Mutua Universal - launched this study to analyse the consequences of the pandemic on people's psychological well-being.

## Flexible Remuneration

In 2020, Cosentino® continued to offer employees the option of flexible remuneration. This compensation system allows each employee to decide, voluntarily, how to receive part of their monetary remuneration to suit their personal and family needs at all times, making the most of the tax advantages of certain products and services. This plan is currently offered in Spain and Portugal.

During 2020, following the strong momentum of the previous year, the number of users of flexible remuneration in Spain continued to grow, from 571 to 615, representing an increase of 7.7%.

## Corporate Relationships

59.3% of our employees worldwide are signed up to collective agreements. All of our employees in Spain, where more than 55.4% of our workforce is based, are signed up to one of the 22 existing collective agreements.

In addition to Spain, these collective agreements apply to all employees from the following countries.

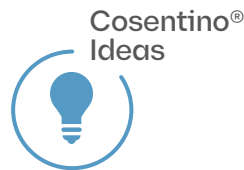
1. Cosentino® The Netherlands
2. Cosentino® Italy
3. Cosentino® Belgium
4. Stone Services of France
5. Cosentino® Austria

# Dialogue with our employees

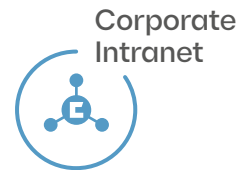
To ensure that individuals play an active role in their own professional development, dialogue with our employees across the globe is crucial - finding out their interests, capturing the best ideas and advancing together on the road towards excellence.



In 2020, more than **500 internal communications** were shared from the different areas of the organisation. Each communication is personalised to have maximum impact on employees. They include videos, infographics and striking images to bring the content life.



Platform to collect employees ideas and suggestions.  
**Enables voting for the best proposals.**  
The best ideas are rewarded and implemented.  
In 2020 we received more than 450 proposals.



**Digital portal for all employees.**  
Enables the company to share notices and news.



**'Virtual' open day at the Cantoria Industrial Park (Almería, Spain).**  
Open to employees and their families.  
**It offers a virtual tour of our offices, showroom, auditorium and production facilities.**  
Over 100 visitors (employees and family members) attended the 2020 edition.



**Corporate social network.**  
This allows all employees to share content and interact.  
**Made up of groups**, such as the product consultation group, which is one of the most successful and allows our commercial network to resolve queries about our products in real time.



**Semi-annual global internal publication.**  
It connects all employees from across the world.  
**With a print run of 5,000 copies.**



### Virtual Cafés with Management

Monthly meetings between managers and employees.

They deal with topics such as health and safety, strategy, expansion, quality or new products.

Two virtual cafés a month are held with teams from any geographical location.



### Cosentino® Internews

Monthly newsletters. Summary of the month's highlights.



### Cosentino® Mobile App: Connected

Consolidation of our mobile app, which allows Cosentino® employees to keep up to date with the latest corporate news and consult the most used applications at corporate level.



### TV Channel

Real-time content is broadcast on our screens at the Cantoria and Stone Systems factories.



### Events

**C.Next:** Cosentino® Next is a live, online and simultaneous event for all Cosentino® employees worldwide. It is a new way of communicating Cosentino®'s news. An event where we present and share our next steps, launches, inspiration and initiatives. In 2020 we held two editions with all our employees worldwide.



### Notice Boards

These provide information to employees who do not have a computer in their place of work. Weekly content updates.



### Virtual Information Sessions

Informative sessions that allow a topic to be explained in depth, with the ability to ask the speaker questions. Different topics of interest for Cosentino® employees are discussed. Thanks to these virtual sessions, we can reach our employees in the Centres and Cities.



### Employee Social Actions

**ACOES Honduras Solidarity Campaign and Tjola Book Bank:** social action in which Cosentino® employees donated toys and school supplies.

**Food Bank Solidarity Campaign:** social action in which Cosentino® employees donated non-perishable food items to the Food Bank.



### Other Communication Tools

**Competitions:** we held a drawing competition for employees' children under 12 years of age. We also organised a photo competition for employees with the theme 'a year of solidarity and commitment to social action'.

**Raffles:** we held raffles for tickets to sporting events for employees, such as the Sierra Nevada ski pass.





# Our commitment to equality

Our growth means recruiting more diverse talent. Our commitment to effective equal opportunities is reflected in our Equality and Diversity Plan, which integrates this commitment into all recruitment, selection, communication and training processes. This Plan has been registered and is in the process of being published. Various national and international legal instruments guarantee the defence of human rights in general and the principle of equality and non-discrimination in particular, which have been taken into account in the development of Cosentino® S.A.U. Equality Plan II.

This Internal Policy places special emphasis on the promotion of women, both within the company and in partner companies and society in general. In line with the above mentioned, we make the following commitments regarding gender equality:

- To promote women's access to positions of responsibility.
- To proactively incorporate equality in people management and in advertising and marketing policies.
- To partner with organisations that promote the labour insertion of women. To name jobs in a neutral way.
- To incorporate equality into the selection processes of partner companies.
- To raise awareness of equality and non-discrimination among those responsible for the selection of personnel.
- To promote female candidates for positions where women are under-represented.
- To promote the balanced assumption of family responsibilities.
- To promote a positive work-life balance for our employees.
- To avoid or resolve any situation of harassment or discrimination based on gender.

Organisational level at end of year 2020	Women	Men	Overall total
Senior Management	4	16	20
Middle Management	10	57	67
Operational Management	100	504	604
Professional	607	811	1,418
Administrative	226	62	288
Operator	142	2,201	2,343
Overall total	1,089	3,651	4,740

# Integration

Cosentino®'s Code of Ethics, Conduct and Regulatory Compliance is the guiding principle of our business behaviour, which applies to all group companies with regard to the non-discrimination of people with disabilities or social and occupational exclusion. Cosentino® does not tolerate any kind of workplace discrimination for reasons of age, race, skin colour, sex, religion, political opinion, heritage, sexual orientation, social background or disability.

This promotes effective equality, which in practice means promoting gender diversity as well as the professional and

personal development of all employees, ensuring equal opportunities.

In addition, we encourage the employment of people with disabilities in two ways: direct contracting and outsourcing of employment to integration companies for specific projects.

In this context, the table below lists employees with disabilities:

Row labels	Women	Men	Overall total
Cosentino® S.A.U.	3	12	15
Cosentino® Latina (Brazil)	4	3	7
Cosentino® North America (USA)	-	2	2

# Discrimination and prevention of harassment

Non-discrimination is a key factor in our commitment to employee welfare. We have a clear commitment to preventing and eradicating this type of behaviour in the workplace, whether by reason of birth, race, sex, religion, opinion or any other condition or personal or social circumstance.

Harassment is a risk in the workplace. At Cosentino®, we strive to maintain an organisational structure that prevents harassment and we are committed to allocating the necessary human and material resources to prevent and respond to possible cases.

Cosentino®'s Harassment Prevention Protocol, in which we state our intention to implement all necessary measures to promote a harassment-free working environment, is available to all employees on the corporate intranet. Thanks to the training programmes we work with, we are prepared to act.

Cosentino®'s Complaints Channel is a tool to report or make inquiries about discrimination issues. Both access and reporting can be done anonymously.

In 2020, we received 10 complaints referring to cases of harassment and 2 complaints regarding discrimination through this portal.

After conducting the relevant internal investigation, with a thorough study of the circumstances and in compliance with the impartiality standards, the Ethics Committee closed all the cases.

# Training and talent management

We promote the recruitment of the best professionals and continuous learning to ensure the professional and personal growth of our employees.

They are our main asset and competitive advantage. We also want each individual to play an active role in their own development and to be able to express their highest potential, beyond providing skills and knowledge.

## Training offer

Our approach to continuous training is based on the 70:20:10 model. This principle states that most learning takes place in everyday work (70%), while 20% occurs through informal processes such as coaching or mentoring in the workplace and only 10% is generated in structured training processes.

These processes, including the Talent Review and procedures to detect training needs, are of vital importance since they can become the key component for future learning, in the workplace as well as in other learning processes.

The people who form part of the Cosentino® Group have access to a wide variety of training programmes. In 2020, we allocated **136,200 hours (Training Plan + Onboarding + online English)** to training our employees, in two lines of training:

### Onboarding

**Initial training plans:** Anyone who joins the Cosentino® Group, anywhere in the world, is greeted with a welcome plan to facilitate their integration, help them deepen their knowledge of the company and speed up their full immersion in the position.

### Continuous training

In 2020, we carried out 295 training activities.

**295**

training activities  
to our employees

**136,200**

training hours  
to our employees  
Training Plan +  
Onboarding +  
online English

Training sessions include soft skills, industrial techniques, commercial techniques, product training, digital transformation and languages.

Among the training programmes carried out in 2020 are: the Digital Transformation programme aimed at the commercial network and the executive committee; leadership programmes for factory managers; upskilling training for specialists; and training in agile methodologies.

Each year we include new training methodologies, integrating innovation and best practice for the future of the company's employees.

This year we continued to promote digital training thanks to the implementation of a platform accessible to all Cosentino® employees.

The digitalisation of our training content allows us to reach all employees, regardless of the geographical area where they work, thanks to our digital transformation process.

We also offer our employees the possibility of taking a Masters degree, a postgraduate course or a specialisation course.

Below is the average number of employee training hours per year and the number of total training hours broken down by gender and professional category:

#### Training hours by professional category

	Senior Management	Middle Management	Administrative	Operational Management	Operator	Professional	Total
Training plan	334	930	1,887	11,672	9,559	20,392	44,775
Onboarding	50	150	3,195	5,676	11,750	20,898	41,719
English Online	60	177	279	1,771	260	1,929	4,476
<b>TOTAL</b>	<b>444</b>	<b>1,257</b>	<b>5,361</b>	<b>19,119</b>	<b>21,569</b>	<b>43,219</b>	<b>90,970</b>

# Attracting and managing talent

At Cosentino® we seek to increase the effectiveness of the selection process so that attracting and managing talent is a continuous process that begins before our professionals join the company.



## **Ingenia**

Paid development program for recent STEM graduates with a clear vocation for the industrial sector and a complete training plan. In the 2020 edition, there are 22 participants.



## **Impulsa FP**

Offers internships with an employment contract in different industrial areas of the company. A total of 25 participants are taking advantage of this program which they joined in July 2020.



## **Programa Projecta**

Two-month comprehensive training program which aims to train operators to facilitate their complete insertion in the labor market. 29 people participated in the 2020 edition.

## Other training programmes

As part of our partnership with the Juan Rubio Ortiz Institute of Higher Education in Macael (Almería, Spain), we have opened our facilities to students from the following training courses:

- Higher-level vocational training course in Industrial Mechatronics (First and second year)
- Middle-level vocational training course in Electromechanical Maintenance (First and second year).







# Strengthening health and safety

## Health and safety measures against COVID-19

Our management of the pandemic has been underpinned by clear leadership from the Executive Committee and the Coronavirus Crisis Committee. This management has been reflected in the proactive decision-making of our Medical Service and the adoption of preventative measures, early detection of possible COVID-19 cases and the development of an information system for the monitoring and surveillance in the workplace and follow-up of cases.

**Testing and active follow-up of cases and contacts was carried out, which clearly contributed both to reducing the intensity of the pandemic at this stage and to the safety of our workers and families.**

**We defined and evaluated workers in vulnerable and high-risk groups, and in coordination with the health services of Quirón Prevención, a benchmark in occupational risk prevention, we established the necessary technical-preventive measures adapted to these groups.**

**We have strengthened our medical service staff:**  
Two nurses, a doctor and an administrative assistant.

**We have extended our opening hours:** Continuous assistance from 8 a.m. to 11 p.m. throughout the week, providing care for all three daily work shifts.

Cosentino® has also donated and distributed protective equipment and medical supplies to different public and private health and social health centres in the north of Almería and other areas of the province.

The year 2020 has brought an unexpected and unknown challenge for today's society, with serious economic, health and political implications.

Other relevant preventive measures and recommendations during the course of this pandemic have been:

- **Creation of a Coronavirus Committee** for decision-making with the participation of all the areas involved.
- Development of a **corporate action protocol to mitigate the effects of the pandemic**: risk assessment, action protocol and travel at a global level.
- **Marking out work areas**: access to offices, production facilities or any other common areas other than the medical service without a negative test result within the previous 48 hours is strictly forbidden.
- **Real-time follow-up and disinfection** of cases.
- **Safety screens.**
- **Proactive and preventive paid isolation** for sensitive/vulnerable workers and operators.
- **Home working.**
- **Cleaning frequency increased.**
- **Maintain a minimum safety distance** of 2 metres, use of **masks, hand disinfection, limiting the capacity of working areas.**
- **Modification of the shift system.**
- **Compulsory temperature check** prior to accessing the facilities.
- **More flu vaccinations.**
- **Training** provided to all work centres (75) with a workforce of 860 employees and provision of informative material on the pandemic.
- **Limited mobility** of staff between headquarters and production facilities.
- **Closure of the cafeteria, changing rooms and factory offices.**

**Spain**

- Covid19 session to clients in Spain. "Prepare your business for the new normal".
- Performance of 9,000 tests in 2020, including serological tests, antigens, PCR's, both to own workers and contractors in Cantoria.

**Europe and ROW**

- Drafting of an action protocol to mitigate the effects of the pandemic for distribution and sales in Europe and Row.
- Training of 70 Europe and Row centers on COVID preventive measures.

**United States**

- Conducted 1,390 tests in 2020 to employees at Miami HQ.
- Management of 613 reported situations, including possible exposures to infected persons, employees with symptoms or relocations.
- 29 specific training sessions provided on preventive measures.
- Development of 14 specific internal protocols to prevent and control exposure to the disease.

# Accident prevention

Cosentino®'s safety policies are based on risk assessment, planning of preventive measures, maximum transparency in the reporting of incidents and accidents, improvement actions, implementation of procedures that address critical risks, ongoing employee training, communication, control and monitoring of action plans through production inspections and meetings, and audits of the prevention service of each subsidiary.

## Commitment to our value chain

Committed to the health and safety of our employees and stakeholders, the Cosentino® Group has established several essential lines of action:

- To continue with our preventive action plan for employees to minimise sources of dust by investing in training employees in best practices and ensuring the use of personal protective equipment. To strengthen our digitalisation programme in the field of safety in order to provide the operational management line with adequate tools for action monitoring, incident reporting and reporting of safety deviation.
- To maintain ongoing dialogue with our stakeholders: clients, fitters, suppliers, employers' associations, mutual insurance companies, public administrations in the field of health and safety and trade unions, in order to secure and disseminate the best available health and safety measures.
- To implement smoking cessation programmes in Cantoria and promote healthy habits.
- To have the Cantoria factory and all major work centres certified in accordance with an ISO 45001 management system over the next three years, aimed at continuous improvement beyond legal compliance.
- To consolidate compliance with the free crystalline silica exposure reduction project implemented in US workshops by means of an audit every 6 months and a specific silica assessment per workshop. Integration of Silica Engineering measures into maintenance plans, through Gensuite.
- Suppliers' and contractors' performance incorporated as a key health and safety indicator. To include contractor accidents in our calculation of group accident rates.

# Main accident rates

The main aim of all the activities mentioned above is to reduce our main accident rates.

The following results are thanks to our daily hard work and effort, as well as the ongoing promotion of a culture of prevention among our employees.

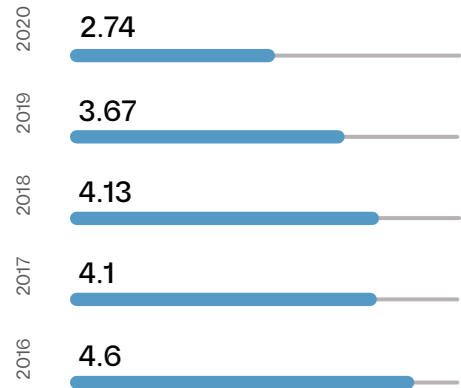
The following graph shows the evolution of the Total Accident Rate (TCIR: Total Accidents/Hours worked\*200000) over the last 5 years:

There is a positive trend showing a reduction of 38% in the rate over 5 years, which indicates an improvement in the company's safety culture:

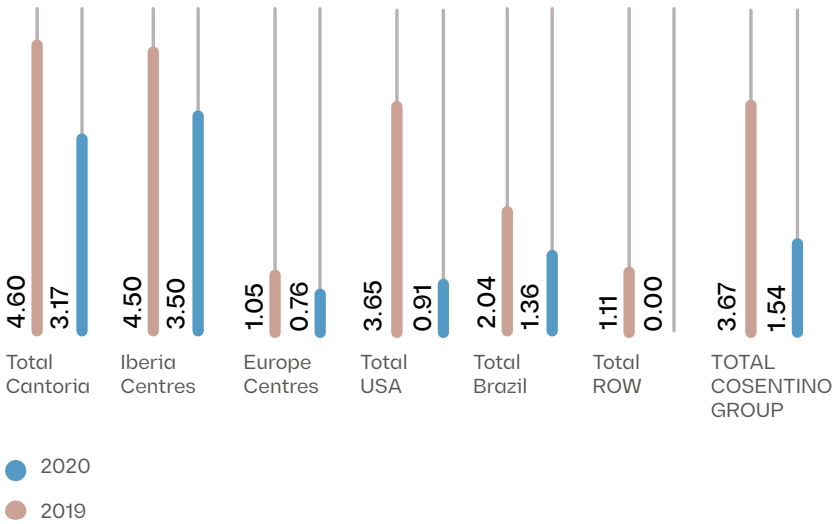
1. Overall improvement in the reporting of Incidents and Actions in 2020, which has been significantly reduced.
2. Implementation of safety by routines and digitalisation programmes in the last 4 years.
3. The year 2020 ended without any fatal accidents.

The graph also shows a reduction in accident rates in all markets where Cosentino® operates:

TCIR - Total Accident Rate Evolution



TCIR - Total Cases Incident Rate TCIR 2019-2020 by field



If we analyse the 2020 rates by gender, we can observe that in production posts where there are more men than women, the risk level is higher, so we have a high number of accidents and lost days affecting men. Furthermore, more women are employed in non-production related jobs, with lower risk, which contributes to a lower accident rate.

	Men	Women
No. of occupational accidents	114	9
Frequency rate	3.29	0.87
Severity Rate	95.26	25.36
No. of occupational illnesses declared	13	0

- Frequency rate (No. accidents/hours worked)\*200,000

- Severity rate by gender: (working days lost/hours worked)\*200,000

In terms of absenteeism from work, Cosentino® reports the following data:

	2017	2018	2019	2020
Absenteeism figures	1.70	1.80	3.80	4.94
Absenteeism hours	105,757.24	123,949.98	154,828.76	246,953.04

\*Data for Spain

It should be noted that due to COVID-19, the absenteeism rate has increased considerably in 2020, with a number of causes such as: sick employees, employees with close contact to a confirmed COVID case, sensitive groups who were granted paid leave at the beginning of the pandemic pending a better understanding of how to manage it, among others.

# Investment in Health and Safety

In 2020, we have continued with our Health and Safety investment plan, making investments worth €7.2 million, including improvements in the collection systems in the mixing rooms of all production lines and pneumatic transport in the silos of presses 13 and 14 at the Cantoria facilities.

**€ 7.2 Million**  
Investment in health and safety

## Leading Programme in occupational Health and Safety

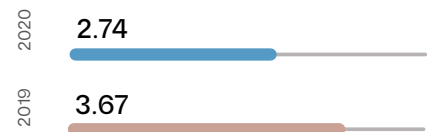
Our Safety by Routine programme is now a tried and tested key tool for accident reduction, which has reduced overall accident rates by 30% in the four years since it was first implemented in 2016. Through these actions, we have improved leadership, commitment and daily management of health and safety, thanks to the reporting of actions in each area and follow-up in production meetings.

These actions include the implementation of the computer application Gensuite to improve the management of preventive activity. This system is now fully implemented in the United States, Oceania, Brazil and our factory in Spain. It is currently being rolled out in Europe.

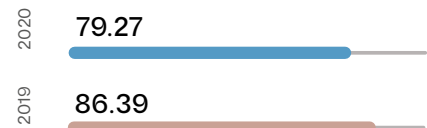
Accidents with sick leave. Rate. LTIR



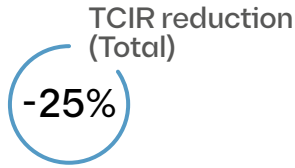
Total accidents. Rate. TCIR



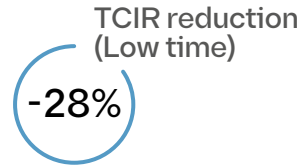
Lost days. Severity rate



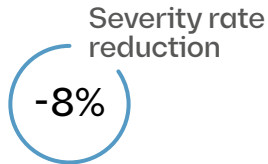
The key measures taken include:



Improved Accident Rates (TCIR 25% reduction (2.74 vs. 3.67 vs. 2019).



Reduction of the Lost Time Injury Rate by 28% (1.36 vs. 1.90 compared to 2019).



Severity rate reduced by 8% (79.27 vs. 86.39 compared to 2019).



74 priority fire prevention actions (Type A).

Consolidation of the leadership action plan by routines through:

- Increased reporting and analysis of incidents in production centers: 63 incidents reported in 2019 vs. 398.
- Increased reporting and execution of actions to improve working conditions. Actions include: safety processes, safety equipment, protection against falls from height, personal protective equipment, measures resulting from accident investigation, chemical risk and risk of exposure to dust.

Audits of 5 Cardinal rules in the period October-December with the result of:

- 880 improvement actions detected.
- 782 improvement actions closed and 98 improvement actions in progress.
- 97 reprimands to contractors for non-compliance with cardinal rules, of which 46 are own workers and 51 are proposed to contractor workers.

Operational control for anticipation or prevention of accidents

- A total of 2,2976 safety condition reviews have been carried out, including reviews of: work equipment (forklifts and overhead cranes), supervision of COVID19 preventive measures, preventive safety observations (OPS), audits of 5 cardinal rules and management control.



## United States

- Training plan and environmental and health and safety audits of all work centers.
- Silica sampling plan in all workshops in Q1.
- Elaboration of container unloading procedure.
- PMA Insurance Action Plan.
- Achievement of the PMA Insurance Company Safety Award.

## Latina

- Implementation of lockout with padlocks in Multithread and Looms.
- Inspection and evaluation of all factory equipment.
- Relocation of resin drums stored in the warehouses.
- Adequate intermediate storage of resin drums.
- Carrying out new environmental measurements (noise, dust, etc.) of the sectors and review of the Factory's Health and Safety Programs.
- SIPAT with activities that addressed Environmental, Health and Safety at Work issues.
- Updated Safety Training (Overhead Crane Operation, Respiratory Protection, Rotating and Abrasive Machines and Equipment, Working at Heights, Forklift Operation).
- Review of Risk Assessments of all Factory sectors.
- Review of machine and equipment inspection forms (check-lists).
- Installation of exhaust fans on the roof of bays 3, 5 and 6.
- Daily COVID-19 case management.

## Europa and ROW

- Improved employee training. Development of a logistics safety course on an online platform.
- Improvement of health and safety training materials. Development of safety video in logistics operations.
- Updating of Safety Manual in logistics operations.
- Development of safety manual for Cosentino® product installers.
- Implementation of safety by routines and Gensuite digitalization pilot in Sweden, Norway and Gerona with the aim of extending to 2021.

# Communication, Participation and Consultation

## Annual training plan

This plan is drawn up annually and contains the occupational risk prevention training programme given to workers.

In 2020, health and safety issues discussed with trade union representatives included the following:

- An accident rate summary is presented monthly.
- Initiatives carried out by the organisation, such as the implementation of the pneumatic system, are presented as collective protection measures against the risk of exposure to silica dust.
- Initiatives in terms of protocols for the diagnosis of occupational diseases are presented to the prevention delegates.
- This forum is used to inform workers' representatives of changes in the workplace.
- Updates are provided on the use of individual respiratory protection and progress in implementing collective protection measures, such as increased suction capacity in production lines.
- The action plans for the most typical accidents are discussed with the employees' representatives.

## Communication on safety: Health and Safety Committee

Among the actions agreed for 2021 are the following:

1. Improving access to the paper cutting robot area of the press
2. Checking of the condition of the overhead crane controls
3. Upgrading of Silestone 2 and 3 toilets
4. Installation of anti-slip surfaces
5. Upgrading the ventilation system of the Lean Rooms in Silestone

**10**

Committee Health  
and Safety meetings

**19**

Improvement  
actions reported.  
14 actions  
resolved (73%).  
5 actions  
pending for 2021

## Health and safety training

In 2020, a total of 2,407 employees from different sites/areas of the company received training.

	2016	2017	2018	2019	2020
Students trained	5,098	4,324	2,824	3,483	2,407
Total training hours	12,412	12,272	12,661	13,635	15,826

### Total training hours in 2020

	Latina	USA	Cantoria
	2,385	544	12,897





## Environmentally Responsible

We remains  
committed to  
sustainable  
innovation, aspiring  
to ensure that its  
products offer the  
best qualities of  
respect for the  
environment  
and safety.



## Planet

**Page 98**

Environmental management

**Page 100**

Innovation and Sustainable  
Transformation

**Page 107**

Biodiversity and natural capital

**Page 108**

Environmental Indicators





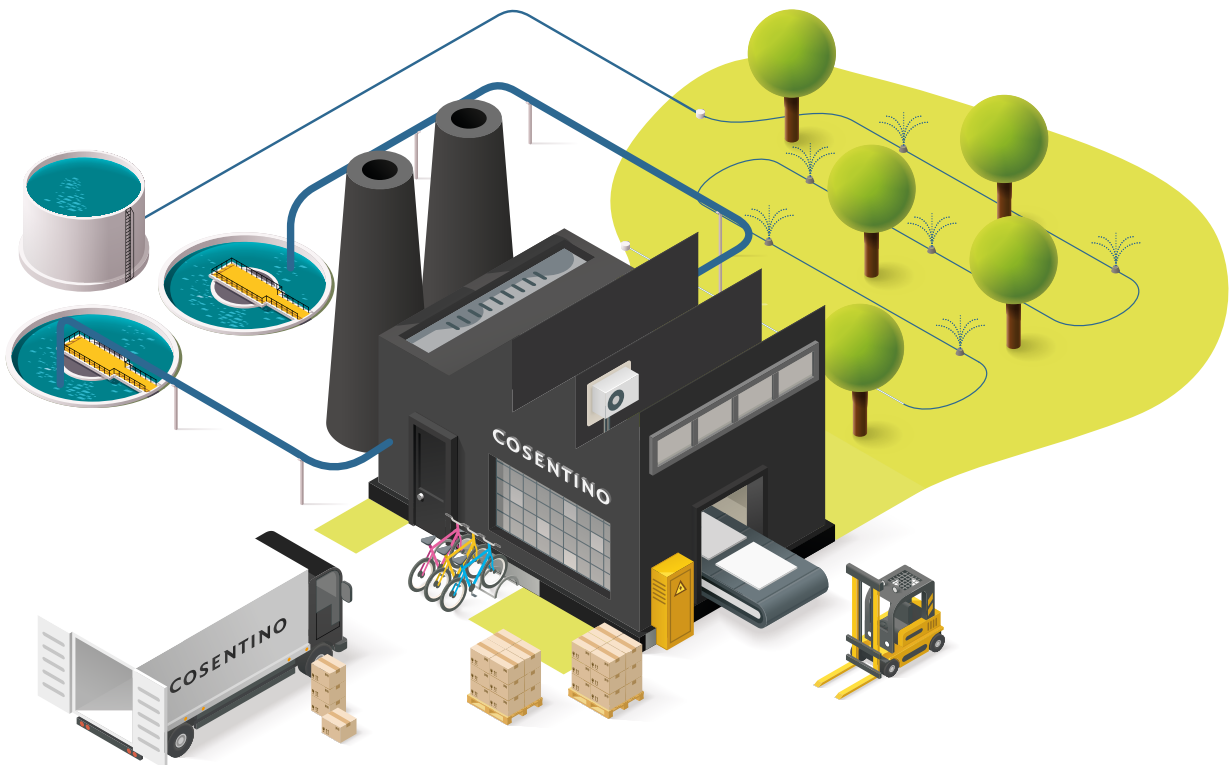
# Environmental management

At Cosentino® we are moving forward with an international momentum towards the full transition to a low-carbon economy, promoting circular economy, energy efficiency, emissions reduction and sustainable mobility.

This approach is part of our innovative character and allows us to improve processes with a vision of the future and, ultimately, combines our performance with strategic goals such as innovation (SDG 9), sustainable production (SDG 12), and climate action (SDG 13).

A highlight of 2020 was the global roll-out of investments in environmental assets worth more than €15 million and expenditure on environmental control and improvement amounting to more than €10 million.

As part of our strategic objectives, we made significant investments in assets related to the environment and projects to deploy the best available technology.



This is detailed below by geographical area:

#### Change in investment and environmental spending in the Cantoria Industrial Estate (Spain)

	2018	2019	2020
Investment in environmental assets (€)	5,049,000	10,372,807	15,258,320
Expenditure on environmental control and improvement (€)	8,127,819	6,881,342	8,534,612

#### Change in investment and environmental spending in the United States and Canada\*

	2018	2019	2020
Investment in environmental assets (\$)	531,600	526,340	0**
Spending on environmental control and improvement (\$)	1,230,160	1,426,909	1,291,043

\*The exchange rate on 31 December 2020 was used for the total calculation: 1.2271 USD = 1 Euro

\*\* Investments were halted or delayed due to the COVID-19 pandemic.

#### Change in investment and environmental spending in Brazil

	2018	2019	2020
Spending on environmental control and improvement (BRL)	1,102,124	814,674	760,137

\*The exchange rate on 31 December 2020 was used for the total calculation: 6.3735 BRL = 1 Euro

## Environmental risk management

At Cosentino® Group, we identify any environmental risks that may result from our activity, both from an internal and external perspective. This analysis allows the System's weaknesses, threats, strengths and opportunities for improvement to be established and developed to guarantee an early response to any possible risks.

During 2020, there were no fines or monetary sanctions for non-compliance with environmental laws or regulations.

In 2020, the global development of the environmental incident management system (Gensuite®) continued, with the aim of achieving our commitment to excellence in safety, health and the environment. This tool has made it possible to monitor all the environmental aspects and incidents that affect the company's daily operations, as well as to create a collaborative environment that involves both production and maintenance personnel, and the occupational risk prevention team. The number of Gensuite® environmental incidents registered in Spain in 2020 was 106.

# Innovation and Sustainable Transformation

Cosentino® Group remains committed to sustainable innovation, aspiring to ensure that its products offer the best qualities of respect for the environment and safety.

## Creation of innovative and sustainable products

In this respect we continue to invest resources and efforts so that, year after year, the circular economy and waste recovery is reflected in Cosentino®'s range of colours and products, offering materials with a significant content of recycled and/or recovered raw materials in their formulation. As part of our product sustainability strategy, in 2020 we committed to the voluntary compensation of CO2 emissions generated throughout the life cycle of Dekton®, thus offering our customers a carbon neutral product.

Likewise, we are developing projects to reduce the possible negative impact that the consumption of our raw and/or auxiliary materials may have on health and the environment, taking into account the entire value chain. In 2020, we launched our Hybriq® and Hybriq+® technologies for Silestone® (see innovation section on page 24).

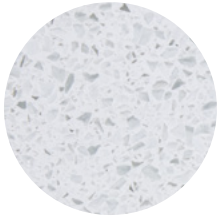
Our commitment to incorporating recycled or recovered material in our products has led to the production of up to 1.45 million m2 of products using recycled or recovered raw materials (representing 22% of our production for the Silestone® and Dekton® brands).

Each year we continue to work on increasing the proportion of recovered or recycled raw materials before and after consumption in relation to total consumption, through both improvements in production processes and through R&D aimed at using new materials in the formulation of our products. This resulted in a 26% increase in the consumption of these raw materials compared to 2019.

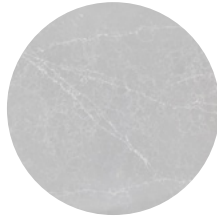
## Silestone®

In 2020 we implemented our HybriQ+® technology, which labels all colours and series with a recycled or recovered raw material content of more than 20%.

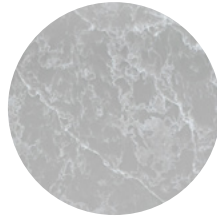
Currently there are 25 colours with eco material (Dekton® discs, glass, mirrors, porcelain or ash) from 9 different series.



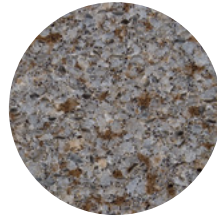
White  
Diamond  
>60%



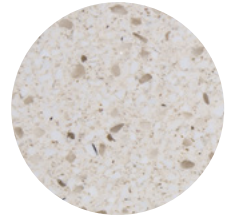
Laugar  
>40%



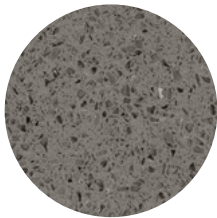
Polaris  
>40%



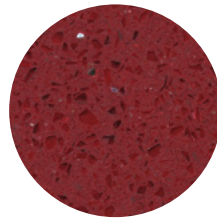
Riverbed  
>40%



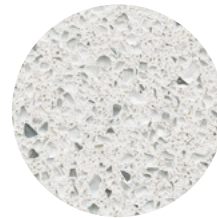
Luna  
>40%



Stellar Grey  
>30%



Eros Stellar  
>30%



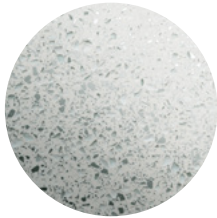
Stellar Blanco  
>30%



Stellar Negro  
>30%



Stellar Cream  
>30%



White  
Platinum  
>20%



Corktown  
>20%



Nolita  
>20%



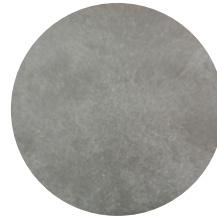
Poblenu  
>20%



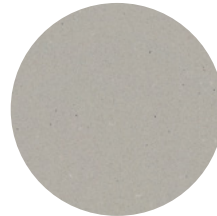
Seaport  
>20%



Iconic Black  
>20%



Brooklyn  
Jumbo  
>20%



Camden  
>20%



Miami Vena  
>20%



Pietra Jumbo  
>20%



Urban Frost  
>20%



Aluminio Nube  
>20%

## Dekton®

As for Dekton®, we are making a great effort to incorporate waste and scrap from the production process as a raw material for our products. This allows us to give waste a useful second life, as well as reducing consumption of raw materials used in our processes and their associated environmental impacts.

As a result of improvements in our processes and advances in formulation, in 2020 we successfully incorporated a minimum of 5% recovered raw materials in the production process of all our products. This is a further step towards the Zero Waste.



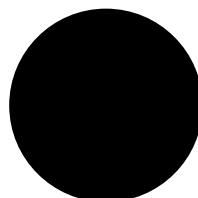
Trilium  
>85%



Radium  
>85%



Kelya  
>55%



Domoos  
>30%



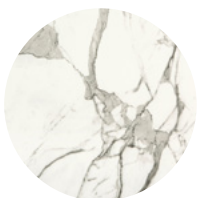
Sirius  
>30%



Glacier  
>20%



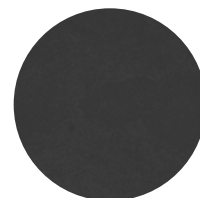
Nilium  
>20%



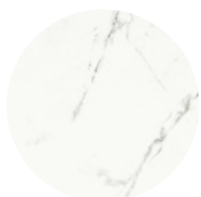
Aura  
>20%



Entzo  
>20%



Eter  
>20%



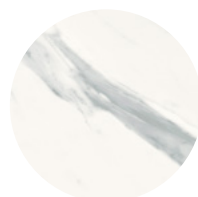
Kairos  
>20%



Fiord  
>20%



Nayla  
>20%



Opera  
>20%



Zenith Q  
>20%



Zenith  
>20%



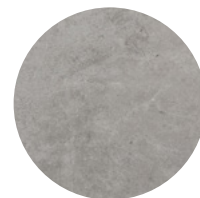
Kadum  
>20%



Keranium  
>20%



Lunar  
>15%



Kreta  
>10%



Milar  
>10%

# Circular economy and waste prevention

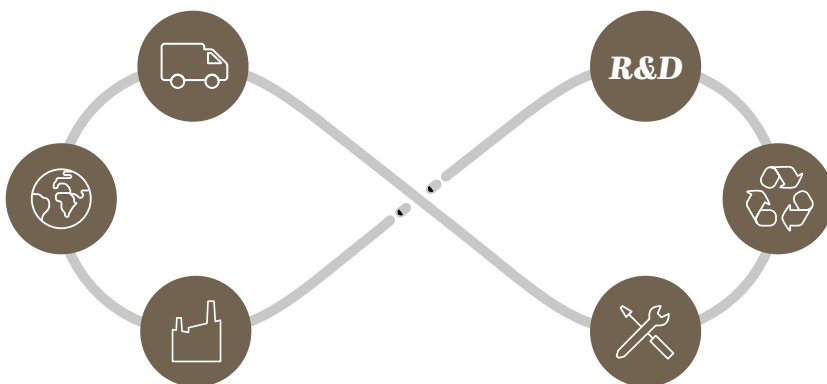
At the Cosentino® Group we are firmly committed to the circular economy.

In this respect we continue to invest resources and efforts so that, year after year, the circular economy and waste recovery is reflected in Cosentino®'s range of colours and products, offering materials with a significant content of recycled and/or recovered raw material in their formulation. In 2020, Cosentino® produced 1.45 million square metres of surfaces with recovered materials, representing 22% of the total production.

One of our major milestones in 2018 was the launch of our own Waste Management and Recovery Plant, a facility dedicated to the treatment and disposal for recovery of waste generated by the company in its production processes. Once we had consolidated our commitment to managing our own waste, in 2020 we began to adapt these facilities to provide us with sufficient infrastructure to ensure the long-term storage and treatment of the waste generated.

Each year we continue to work on increasing the proportion of recovered or recycled raw materials before and after consumption in relation to total consumption, through both improvements in production processes and through R&D aimed at using new materials in the formulation of our products. This resulted in a 26% increase in the consumption of these raw materials compared to 2019.

This commitment is further supported by the Cosentino® Group's participation in the 'Economía Circular en Acción' [Circular Economy in Action] platform, and its adherence to the 'Pacto por una Economía Circular' [Pact for a Circular Economy], promoted by the Spanish Ministry for Ecological Transition and Demographic Challenge (MITECO, in Spanish).





## Waste circularity

We encourage innovation and continuous improvement to move towards a circular economy model that promotes the efficient use of resources, and the minimisation and recovery of waste. We focus on the waste generated as part of the raw material treatment processes and in the production of our surfaces. Thanks to the application of the best available technologies, we have managed to increase the efficiency of our processes and reduce the generation of waste per unit produced.

## Circularity Project

At Cosentino®, we work to ensure that our waste can be used, reused and recycled as new products for different external and internal applications. Our objective is to convert them into quality raw materials which can be reintroduced, with the maximum technical, economic, health and safety conditions.

The Circularity R&D project, a continuation of the Reborn project (started in 2016), aims to respond to the need to expand research lines for waste treatment, particularly in the case of Silestone®.

Within the framework of this project, different external lines have been researched to be able to reuse our waste in different applications, such as:

- **Civil engineering and construction materials:** We conducted several laboratory studies to verify the technical feasibility of introducing our waste as substitutes for civil engineering and construction materials (roads, drainage systems, backfills, concrete, gravel, etc.).
- **Technosol:** We are conducting short and long-term research on the development of a new technosol obtained from mixing our non-hazardous waste and different waste generated in the province of Almería, seeking synergies to resolve several problems with the same solution.
- **Ceramics industry:** We have verified another successful case study with the introduction of a type of our waste to ceramic industry products. After carrying out different industrial tests on a real scale, it has been concluded that this particular waste is not only suitable for use in this application, but also adds value to the final product.

Currently, work is being done on the necessary processes and procedures for using waste in these applications that have already been demonstrated in the laboratory and in the pilot projects. For Cosentino®, it is essential to comply with all the necessary regulations and administrative processes as well as the health and safety requirements for individuals and the environment. Thanks to the progress made along these different lines and an appropriate segregation and classification of waste generated both at source and in the factory, we now have a basis to develop large-scale recovery projects for all the lines underway and make this a reality.



# Cosentino® Decarbonisation Strategy

At Cosentino® we are fully aware of our commitment to low-carbon productive and economic development, as established in the Paris Agreement. We are therefore in line with the European Union’s target to reduce greenhouse gas emissions by 2030, in order to achieve climate neutrality by 2050.

To this end, we continue to work to improve the methodology for calculating our CO<sub>2</sub>e emissions to quantify our Carbon Footprint more effectively and accurately, which is then verified and officially registered with the Spanish Climate Change Office. This helps us to better understand those areas and/or categories that require more attention and effort and therefore where CO<sub>2</sub>e emission reduction measures should be applied.

In this respect, a significant part of our carbon footprint comes from indirect emissions generated as a result of the transformation of raw materials used in our production processes. That is why we are working together with our most critical suppliers from a carbon footprint point of view to achieve reliable and accurate results.

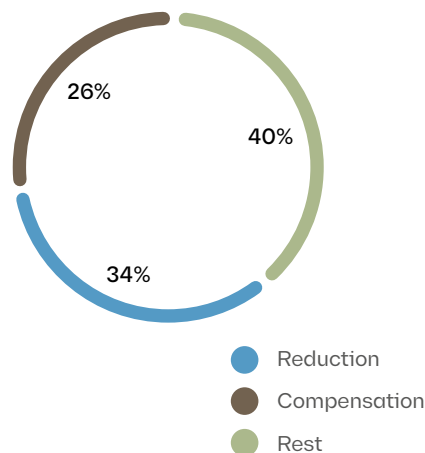
At the same time, we continue to work on measures to reduce direct emissions from our production processes, focusing mainly on energy efficiency, productivity and continuous improvement. Additionally, Cosentino® is committed to the voluntary offsetting of part of its greenhouse gas emissions. An example of this is our firm commitment to achieve carbon neutrality for our Dekton® products through international voluntary offset projects certified and within the framework of the Voluntary Carbon Market.

This milestone has been achieved through participation in the “Loma Los Colorados Landfill Gas Project” for electricity generation with biogas, held in Chile, whose main objective is to develop a system for the collection and use of biogas for electricity generation, which will reduce emissions by an average of 1,317,482 tons of CO<sub>2</sub> per year.

Furthermore, the benefits associated with this project include: supplying energy to the region, thus contributing to its sustainable development; eliminating odorous gases; improving employment opportunities; and improving the overall operation of landfills. It will also improve the local economy by reducing dependence on fossil fuel consumption.

Therefore, thanks to this partnership action, as well as our reduction and offsetting plans, Cosentino® defines its decarbonisation strategy as follows:

2030 over ton CO<sub>2</sub>e 2018 Decarbonisation



In 2020 Cosentino® signed a framework partnership agreement with the environmental association SUSTENTA, which is driving a massive international civic movement, the Gran Alianza por el Planeta [Grand Alliance for the Planet], with the aim of putting the environment at the forefront. Through this Alliance, we are promoting an adaptive environmental management project to offset emissions in our region.

# Sustainable mobility

At Cosentino® Group, we are aware of the environmental impact of the emissions associated with the transport we use in our activity, which is why we have been working for years on the implementation of various initiatives to promote sustainable mobility and reduce the emissions generated.

In 2020, the Company wanted to continue advancing in the strategy, launching the 2<sup>nd</sup> edition of the Business Mobility Plan, whose aim has been the study and analysis of the present and future situation – always in constant change – quantifying all movements both internal and external to the organisation (production, transport of Raw Materials, product and logistics, number of vehicles accessing, existing infrastructures in Cantoria and other municipalities, procedures in general and the future planning of the foreseen industrial expansion).

As a result of the new Mobility Plan, a set of 20 actions has been proposed whose investment over the next 10 years is aimed at further optimising all previous initiatives, as well as going one step further and seeking the transformation of the industrial park, with a view to improving road safety, productivity, efficiency and sustainability through Smart, low-emission solutions.

With this Plan, we seek to improve future mobility at all levels and locations where we operate through the digitalisation, sensorisation and electrification tools, with a positive impact both on the well-being of employees and partners and on the reduction of emissions related to our activity.

Furthermore, the efficient route with the Port of Almería has been consolidated and new actions have been taken to improve and optimise logistics.

# Risks and opportunities associated with climate change

In 2021, in order to adapt to the demands and requirements of the markets, being increasingly aware of the challenges and opportunities arising from climate change, the company is going to carry out an in-depth study to analyse and assess the risks and opportunities associated with climate change and, as a result, define a Strategy on Adaptation to Climate Change.

To this end, Cosentino®'s climate change adaptation diagnosis will be defined, identifying the main climate hazards and analysing their expected development, as well as the exposure, sensitivity and capacity to adapt to them.



Olive plantation in the surroundings of the Cosentino® Industrial Park

# Biodiversity and natural capital

At Cosentino® Group, we are committed to protecting biodiversity and flora to generate value for our workers and for all the communities where we operate. With this objective, we developed the Green Belt in our Cantoria Industrial Park (Almería, Spain): a landscape project that surrounds all of our facilities. The objective is to have a green perimeter around the entire industrial park and other areas, so as to preserve the native flora, and to create a natural barrier against dust emissions from the outside or even against possible fires.

The project has already completed phases 1 to 4, with approximately 140,000m<sup>2</sup> having been realised to date. Consequently, only the last phase remains. This is being modified so as to adapt it to the configuration of the future industrial park's expansion. We have managed to complete 71% of the entire Green Belt Project, in addition to 42,900m<sup>2</sup> more in common spaces. This Green Belt is a fundamental element of the integration of the industrial park into the region and the landscape.

We maintain three fundamental ground rules for restoration actions:

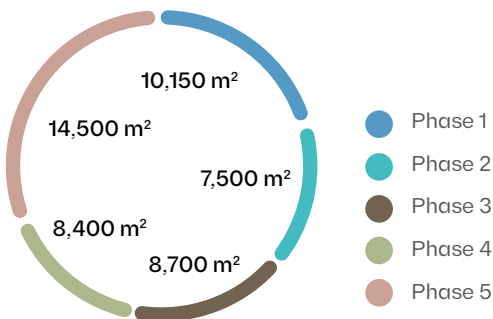
- Use of native species.
- Species with minimum water needs to reduce water consumption as much as possible.
- Low need for maintenance, to reduce the associated energy consumption, as well as replacement of species.
- In addition, it allows the creation of a vegetation barrier that helps mitigate the effect of the wind, minimising the suspended dust that could be extended to the park from nearby areas and improve the response to any possible fires.



**140,000 m<sup>2</sup>**  
of restored areas

**71%**

Green Belt Completed



None of Cosentino®'s industrial park facilities are located in an area where there are nearby protected habitats or sites of special environmental interest.

# Environmental Indicators

## Circular Economy

Product lines	Total Raw Materials (Tons) Recycled/Recovered	Total Raw Materials (Tons) Consumed in 2020	% Recovered/ Recycled Vs Total
Dekton®	5,857	81,683	7.17%
Silestone®	16,337	401,488	4.07%
TOTAL	22,193	483,171	4.59%

### Actions

- In 2020, through our subsidiary 'Soluciones Ambientales CoMA', we are in our second year of operating our own non-hazardous waste treatment and recovery plant, which has allowed us to consolidate a new, more efficient waste management system, aimed at the future recovery of all non-hazardous waste generated in the production process.
- Regarding the management of hazardous waste, we continue to research waste management alternatives that prioritise recovery over disposal, as well as new commercial products that progressively replace the hazardous products used in production with non-hazardous ones.
- In 2020 we built new, clean areas in the main factories within the industrial park, improving waste segregation, as well as the efficiency of the factory's 'door to door' collection service and the way this process is viewed.

**Our performance: Cantoria Industrial Park (Almería, Spain)**

Change in waste recovery (Tons)	2018	2019	2020
Total waste	296,278	401,639	395,384
Total recovery	87,742	132,497	178,883
Recovery rate (%)	29.61%	32.99%	45.24%

**Actions**

- We managed around 400,000 tons of waste.
- We recovered 45% of the waste generated.
- We increased the waste recovery rate by 37% compared to 2019.
- Non-hazardous waste: 96% is directly reused within the production chain to make new products, thus strengthening the circular economy as a fundamental point in our waste management strategy.
- Hazardous waste: The total weight of hazardous waste transported was more than 4,000 tons, of which 2,300 have been recovered. The recovery rate represents 56% of waste management.

**Our performance: Fábrica de Latina Vitória (Brazil)**

Change in waste recovery (Tons)	2018	2019	2020
Total waste	24,717	22,872	22,090
Total recovery	5,693	5,667	5,570
Recovery rate (%)	23.03%	24.78%	25.22%

**Actions**

- We maintain the recovery rate above 25% of the total.
- Non-Hazardous Waste: 99% represents recovery at no cost to the company, reaching 5,570 tons of the recovered materials.
- Among the notable initiatives in 2020, we have worked to increase the recovery of waste (plastic, wood and packaging) instead of its disposal and to find solutions in the process that allow the amount generated to be reduced. These include the use of wood in place of concrete slabs in the bases of the transport trolley blocks.



## Water Resources

The historical meaning of belonging to the Comarca del Almanzora (Almería, Spain) is that the activity of the Cosentino® industrial park is located in an area which is classified climatologically as a Mediterranean sub-desert, characterised by its scarcity of water and long periods without rain. All this means that Cosentino® is committed to developing actions that promote the reuse of water, and constant improvement in the efficiency of water usage in all production processes.

Regarding the sustainable water usage policy, the company continues to maximise its efficient use in guaranteed high-quality productive processes thanks to the use of the best available technology. As a result, in 2021 water consumption per m<sup>2</sup> produced has been reduced by 8%. Furthermore, the Cosentino® Group treats more than 80.000 m<sup>3</sup> every day to achieve 'Zero Waste Water'.

In this sense, Cosentino® practices a policy of using recycled water in the production process, which allows us to be increasingly efficient in our use of available water. In 2020, we increased our recycling levels by 80% compared to 2019. As well as recycled water in the industrial process, some of our treated water is used for irrigating the various green spaces of the Cantoria Industrial Park (Almería, Spain).



**80%**

Use of 80% more recycled water compared with 2019

### Change in water collection (m<sup>3</sup>)\*

		2018	2019	2020
Use of collected water (m <sup>3</sup> )	Sanitary facilities (m <sup>3</sup> )	36,187	40,138	40,222*
	Industrial (m <sup>3</sup> )	210,703	251,025	178,001
	Total (m <sup>3</sup> )	246,890	291,163	218,223

(\*) Estimated according to staff change



Water Treatment Plant in Cosentino®'s Industrial Park in Cantoria (Spain)



## Energy efficiency

Energy efficiency is a priority target for Cosentino®, reducing energy consumption in the production process and in general group activity by optimising processes. In doing so, the company is driving new projects and investments, promoting technologies with a smaller environmental impact and working towards a low-carbon economy.

Below are the data relating to the Cantoria Industrial Park:



**100%**

or the electricity  
obtained is from  
renewable sources

### Energy consumption 2020 (kWh)

	Factories	Offices	Ancillary facilities
Electrical Energy	137,606,325	860,667	540,623
Natural Gas	164,365,936	-	-
Gasoil	286,273	-	352,052

100% of our electricity needs in the Cantoria Industrial Park, both for products and services, are covered through renewable energy sources with certified origin.

### Energy consumption outside the Cantoria HQ

Category	Concept	Consumption
<b>Stone Systems</b>		
Stationary combustion (m <sup>3</sup> )	Fuels used on the premises	698,702
Electrical Energy (kWh)	Mains consumption	6,891,682
<b>Cosentino® Centers</b>		
Stationary combustion (m <sup>3</sup> )	Fuels used on the premises	1,542,473
Electrical Energy (kWh)	Mains consumption	9,650,248
<b>City Centers</b>		
Stationary combustion (m <sup>3</sup> )	Fuels used on the premises	0.00
Electrical Energy (kWh)	Mains consumption	1,035,855
<b>Logistic Hubs</b>		
Stationary combustion (m <sup>3</sup> )	Fuels used on the premises	0.00
Electrical Energy (kWh)	Mains consumption	2,630,036

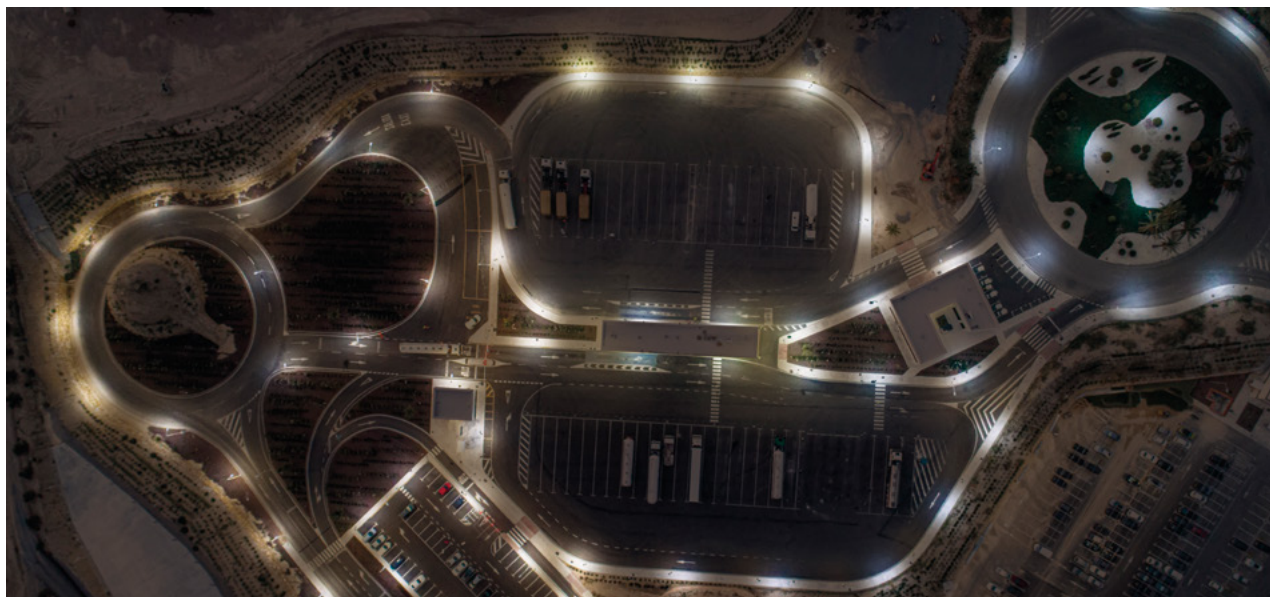
Although we have reduced our electricity consumption during 2020, we have increased our energy intensity by 30% due to electricity consumption per m<sup>2</sup> produced from 2019 to 2020. This is mainly due to the decline in production during 2020 caused by the COVID situation.

	2018	2019	2020
Total Electricity Consumption (kWh)	126,767,241	139,583,417	137,606,325
Total products produced (m <sup>2</sup> /year)	9,402,545	11,199,794	8,584,117
Indicator (kWh/m <sup>2</sup> produced)	13.48	12.46	16.03

## Actions

- Replacement of machinery with the best available technology, decreasing the consumption of raw materials, and reworking of the calibration and polishing optimisation processes.
- The heat recovery system project at the Dekton® plant to reduce gas consumption has been implemented, with an estimated saving of 12.45 GWh/year.
- Development of multidisciplinary teams at all plants to study the implementation of new improvement actions in energy matters.

Project/Action	Savings in NG consumption (kWh)	Emission reduction (kg CO <sub>2</sub> eq)
Energy efficiency		
Heat recovery systems	3,060,476	557,007
Modification of combustion measurement systems	1,066,164	194,024
Replacement of high efficiency burners	430,724	78,392
Primary air control	330,000	60,060
<b>Total</b>	<b>4,887,364</b>	<b>889,483</b>



LED lighting in Cosentino® Industrial Park



COMA Photovoltaic Solar Plant for self consumption

## Emissions

### Greenhouse gas emissions

To make our activity more sustainable, we strive for maximum efficiency in the use of resources and we promote clean technologies to reduce our environmental impact. We are moving forward with an international momentum towards the full transition to a low-carbon economy, promoting energy efficiency, emissions reduction and sustainable mobility.

For the third year in a row, we have calculated our Organisational Carbon Footprint in accordance with the new version of the UNE-EN ISO 14064-1:2019 Standard.

An important new feature is that the naming of the types of emissions has been changed, eliminating the former Scope 1, 2 and 3 and going into more detail on the types of indirect emissions.

The main outcomes below, as well as the calculation methodology, have been verified externally.

Indirect emissions account for 87% of our Organisational Carbon Footprint.

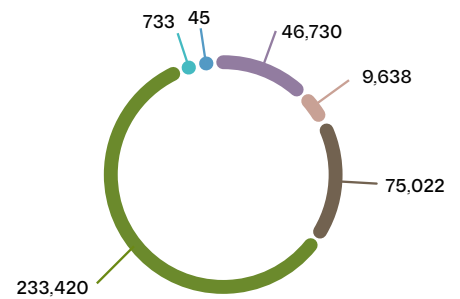
In other words, those emissions which are not directly related to our production processes, but to the different areas and processes of our value chain, such as indirect emissions derived from energy generation, production and transport of the raw materials consumed, distribution of end products, transport and final management of waste outside our facilities, business trips, etc.

Specifically, 63% of our carbon footprint comes from indirect emissions related to the production of the raw materials consumed. That is why we are actively working with our most critical suppliers in terms of carbon footprint to collaborate on measuring and reducing their carbon footprint.

So, if an objective and quantified comparison is made from the 2018 versus 2019 Footprint indicators, a reduction in terms of production and consumption of raw materials can be observed:

**365,588 tCO<sub>2</sub>e**

Cosentino®'s total carbon footprint



- Direct emissions (A1)
- Indirect Energy Emissions (A2)
- Ind. Emissions from Transport (A3)
- Ind. Emissions from Products and Services (A3)
- Ind. Emissions from Product Usage (A3)
- Ind. Emissions from Other Sources (A3)



**87%**

of our Carbon Footprint is due to Indirect Emissions

**Carbon Footprint Indicators**

	2018	2019	2020	Evolution 2018-2020
Production (tCO <sub>2</sub> /m <sup>2</sup> )	0.046	0.040	0.043	-8%
Consumption MMPP (tCO <sub>2</sub> /ton)	0.87	0.77	0.782	-10%

This reduction has been made possible in part, by actions such as improvements related to greater energy efficiency in our production processes, as well as increased productivity through continuous improvement. During 2020, we have continued to work on various improvement projects, such as the use of heat from Dekton® furnaces, which has led to a reduction in natural gas consumption.

In 2020, the Scope 1 emissions associated with the production of Dekton® are:

	2018	2019	2020
Absolute GHG (Kg/año)	30,125,000	31,642,267	24,265,977
Relative GHG (Kg/ m <sup>2</sup> product)	16.18	14.54	15.59

Our total direct CO<sub>2</sub> equivalent emissions have been reduced to 24,266 tons in 2020 compared to 2019, which is 28% less than last year. This situation is caused by the unusual year we have experienced due to the existing health crisis, in which production has been below normal for some months. In addition, looking at the indicators, there is a slight increase due to the fact that the intermittent stoppages and restarts of production activity lead to a reduction in its energy efficiency, which has a negative impact on net CO<sub>2</sub> emissions.

**Emissions of other substances**

	2018	2019	2020
Absolute Carbon Monoxide (CO) (Kg/year)	44,824	75,772	60,975
Absolute Oxides of Nitrogen (NOX and SO <sub>2</sub> ) (Kg/year)	69,045	117,563	205,914
Absolute Lead and compounds (Pb) (Kg/year)	1	3	3
Absolute Total Suspended Particles (TSP) (Kg/year)	28,953	26,405	35,286
Absolute Total Organic Carbon (TOC) (Kg/year)	4,456	55,600	8,720

Values obtained through annual gas measurement conducted by a collaborating entity of the Regional Government of Andalusia and then extrapolated for the whole year.





Cosentino® Industrial Park Aerial View





Our Commitment to Society

We are moving  
towards a  
sustainable  
business model  
that includes  
financial, social  
and environmental  
commitment  
throughout our  
entire value chain.





## Society

### **Page 120**

Hand in hand with  
our suppliers

### **Page 123**

Hand in hand with  
our customers



# Hand in hand with our suppliers

We work hand in hand, conducting audits and training to ensure that they comply with our requirements and expectations.

Our policy in relation to these partners involves working as a team to deliver excellence in all our products, in a responsible and sustainable manner. With this in mind we select suppliers that share our vision of the business and understand the needs of our brands.

Stable and high-quality relationships with our partners around the world are essential to the success of the Cosentino® Group and to move towards a sustainable business model that includes financial, social and environmental commitment throughout our entire value chain.

**3.241**

national suppliers

**952**

local suppliers  
Almería, Andalusia (Spain)

**19%**

Volume of expenditure

# Our purchasing procedures

Cosentino®'s purchasing procedures seek to adapt to the demands of an evolving reality to meet all the Group's needs with the highest possible quality and warranty, ensuring that they comply with our values.

In 2020 we renewed our UNE 15896:2015 certification and successfully passed the first audit to adapt our processes to the ISO 20400:2017 standard. This demonstrates our commitment to best market practices, both in terms of purchasing management and continuous improvement, as well as our commitment to sustainability. This standard certifies that our Purchasing Management System complies with the principles of effectiveness, efficiency and communication. It also establishes links with other departments of the company to align purchasing with quality and environmental standards, among others.

## Assessment and Audits

Our responsibility to our products begins with the choice and procurement of raw materials. As part of Cosentino®'s purchasing process, the performance and compliance level of our suppliers is assessed. Our supplier audit plan is committed to on-site checks of the conditions of all our raw materials suppliers before entering into a significant relationship.

Despite restrictions on travel and visits in 2020, we have kept in touch with our suppliers electronically and have conducted each and every audit remotely. In 2020 we conducted 25 audits, of which 76% were rated as 'Compliant'. The remaining 24% were subject to time-bound improvement actions. Once these improvement actions have been resolved, the audit result is considered PASS/COMPLIANT. Our target for 2021 is to audit all 53 current suppliers through our Risk Management platform.

In 2020 we further enhanced our Supplier Approval and Risk Management process by widening the reach to more than 400 of our key suppliers. We have added more content and strengthened our commitment to Sustainability from an Environmental, Ethical and Corporate Governance point of view. Our Supplier and Risk Management Policy helps us to monitor compliance with our procedures.

This assessment considers sustainability factors such as whether the supplier has a Corporate Social Responsibility standard or has obtained an Environmental Management System certification. In addition to ensuring product quality, other factors such as respect for Human Rights, absence of child labour and labour standards in line with Cosentino®'s policies are also assessed.

In line with our Sustainability policy, every year we improve our content and assessments on sustainability issues such as the calculation of the carbon footprint, water footprint, waste management, use of renewable energy sources, etc.

## We promote our values and policies

Promoting our values and corporate policies among partners and collaborators is a function of the Purchasing Department, as is responding to the needs of our business involves sharing values and commitments with our entire value chain.

In this regard, by agreeing to our General Purchasing Conditions our suppliers commit to complying with a series of sustainability requirements, the most important being:

- Measures to prevent corruption and money laundering.
- Respect for human rights and liberties, at least in accordance with the International Bill of Human Rights and the principles of the International Labour Organisation (ILO).
- Occupation health and safety standards.
- Action against child labour.
- Compliance with environmental measures according to current law.

Furthermore, we apply an accreditation process to our main suppliers using the SAP Ariba tool. This process requires acceptance of our General Purchasing Conditions, Cosentino®'s Code of Ethics and Conduct, and our Quality and Environment Policy, in addition to aligning with the content and requirements of the IKEA IWAY Standard, as one of our main clients.

## Health and safety

To spread and promote values such as prevention and safety to our partner companies, we focus on the continuous improvement of our health and safety systems, as well as on checks and actions aimed at ensuring compliance with legal standards.

Throughout 2020 the system for the assessment of our suppliers' performance has continued. In terms of Occupational Risk Prevention, the number of assessed contractors operating at Cosentino®'s facilities in the Cantoria industrial estate has risen to 124. The indicators evaluated are as follows:

- Accident rate.
- Unsafe acts.
- Access control incidents.
- Compliance with the Coordination of Business Activities.

These indicators are used to calculate a monthly score that is sent to our supplier risk assessment platform, GoSupply. An overall score is then calculated on this platform, with indicators from other areas such as Environment, Quality, and Finance.

# Hand in hand with our customers

We continue to take the necessary actions to inform our clients about the possible risks associated with our products and the preventive measures recommended.

## Measures for the health and safety of consumers

In 2019 we launched the Cosentino® Safety Space, a web area created to make it even easier for our customers and partners to access this information. This Safety Space, which has been updated regularly since then, presents the latest health and safety information in an easily readable, structured and multilingual way. It is accessible from any device with Internet access, such as mobile phones, tablets, etc. Simply go to [osh.cosentino.com](http://osh.cosentino.com) or scan the QR code found on product labels, delivery notes, invoices, general sales conditions or good practice guides.

The information in the labelling of our main brands includes:

1. Indication of the obligation to comply with applicable local health and safety regulations and to consult with an industrial hygienist to implement risk mitigation measures as appropriate.
2. Warnings regarding the risks and precautions to be taken for safe handling of these products, together with the corresponding pictograms, in compliance with international GHS regulations.
3. Reference to the existence of adequate processes for emission mitigation and product disposal.
4. Indications on possible health issues arising from prolonged exposure to dust resulting from cutting and handling materials without recommended safety measures.
5. QR Code that directs users to the Cosentino® Safety Space, where they can find additional health and safety information, download Safety Data Sheets and Good Practice Guides or watch videos demonstrations on how to safely handle products.

The labelling information on Silestone® slabs has been updated in 2020 to adapt to changes in the crystalline silica content of these products as a result of the introduction of the new HybriQ technology®.

We also updated the Safety Data Sheets of our products in 2020. These documents are available to our clients and partners in multiple languages in accordance with the international GHS (Globally Harmonised System) regulations for the classification and labelling of chemical products and mixtures.

Cosentino®'s Good Practice Guides, which cover cutting, carving, polishing and installation of our products, have also been updated in 2020 and are available to our clients and partners. Furthermore, a specific Prevention and Safety Guide was created and published in 2019 for the prevention of health risks during the installation of worktops and prefabricated modules.

With regards to the treatment and labelling of chemical products, we comply with the following international standards:

1. REACH standards for the protection of human health and the environment against risks from chemical products.
2. CLP labelling regulation, which seeks to harmonise label information on a global level.

## Customer data privacy and loss of data

This office deals with requests to exercise rights, performs the Data Protection Impact Assessment when necessary for new projects and processes new data in the Register of Data Processing Activities.

The Data Protection Delegate office ensures that we comply with both the General Data Protection Regulations and the new Organic Data Protection Law, using suitable legal and technical advisory systems. Likewise, a Data Protection Committee (DPC) was created to check that the actions carried out by the office of the Data Protection Delegate are correct.



# Claims systems, complaints received and resolution

At Cosentino® we adapt to the needs of our customers. In order to meet their needs and expectations and offer the best service, we have a Customer Quality team made up of 21 technicians who cover the different markets (North America, APAC, LATAM, Europe, Iberia, ROW) and provide technical support in the resolution of incidents, as well as in the development and installation of our products.

E-consulting grew significantly in 2020, helping us to provide our customers with technical solutions more quickly and without having to wait for a face-to-face visit. The monitoring of ongoing commercial projects was also intensified, with a total of 748 projects visited.

For the analysis and management of Quality incidents, the Quality department is supported by the Quality Credit Management team.

As a result of the analysis of these claims, we have successfully identified the root cause of the defects in our products and continue to improve our manufacturing process, always aimed at offering the best quality our customers demand.

Approximately 16,934 complaints were registered in 2020 and resolved as follows:

**16.934**

registered complaints

**66%**

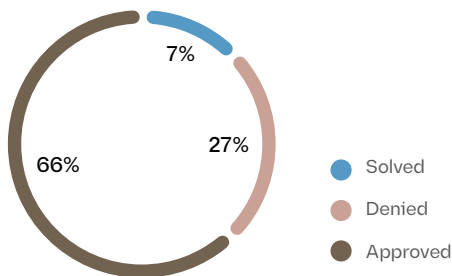
Approved complaints

**27%**

Denied complaints

**7%**

Solved complaints



# Strategic partnerships and stakeholder dialogue

We play an active role in a number of organizations related to our activity, promoting dialogue with our stakeholders and reaffirming our commitment to sustainable development.

Industry 4.0 Observatory	Alliance for Dual Vocational Training	SERES Foundation	Innovative Natural Stone Business Association
Kitchen Furniture Association (AMC)	Real Estate Developers Association Fadeco.	Association for the Progress of Management (APD)	Association of Spanish Design Companies (RED)
Association of Communication Managers and Participation in DIRCOM Awards.	Association of Renowned Spanish Brands, collaboration with Marca España in New York and publication of the FMRE 20th Anniversary Report	A.St.A. World-Wide (World-wide Agglomerated Stone Manufacturers Association)	Spanish Confederation of Business Organizations (CEOE).
Spanish Association of Advertisers.	CENFIM	Collaboration with FUNDACOM Awards.	Green Building Council Spain.
SUSTENTA Association (Environmental Civic Association)	EUROSIL: European Association of industrial Silica producers	NEPSI (The European Network on Silica)	Circular Economy Platform in Action)
StepbyWater Alliance	United Nations Global Covenant		

We also subscribe to a number of external initiatives that form the basis of our ethical rules and procedures:

## Guidelines

### International and European

- Sustainable Development Goals.
- OECD Guidelines.
- ITO Tripartite Declaration.
- Universal Declaration on Human Rights.
- ISO 9001 & 14001.
- European Purchasing Standard UNE 15896.
- European Green Deal.
- European industrial strategy.
- Digital Europe Programme 2021-2027.
- 2030 Agenda: SDGs.
- Urban Agenda for the EU.
- Regulation (EU) 2020/852 of the European Parliament on sustainable activities.
- United Nations Global Pact.

### Spanish and Regional

- Strategy for Circular Economy in Spain – España Circular 2030.
- Strategy for a Modern, Competitive and Climate-Neutral Spanish Economy in 2050 (Long-term Decarbonisation Strategy 2050 or ELP 2050).
- Spain's Integrated National Energy and Climate Plan for 2021-2030.
- National Strategy against the Demographic Challenge.
- National Plan for Smart Territories.
- Digital Spain 2025.
- Spanish Urban Agenda.
- National Plan for the Modernisation of Vocational Training.
- Strategy for Smart Specialisation (RIS3) of the Regional Government of Andalusia.



Inspiring our Community

We actively  
participate in the  
economic, social  
and cultural  
development of  
the areas in which  
we operate.

Community



## Community

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Our commitment to Almería and Andalusia

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# Our commitment to Almería and Andalusia

Our commitment goes well beyond  
a purely business relationship.  
We are committed to the well-  
being of society as a whole.

We support and work to improve the quality of life  
of the communities around us, especially in Almería.



Carlos Pérez Siquier Photography Centre

# Committed to Education

Since our beginning, we have been strongly committed to education. We invest in training the younger generations to support and promote their talent and offer them the tools to become the leaders of the future. In 2020 we collaborated with 28 educational centres, promoting innovative initiatives that make us one of the companies most committed to the education of young people in the communities where we operate.

## FP Dual

In 2020 we went a step further in our commitment to become a benchmark company in Vocational Training with the launch of our first Dual Vocational Training Course project for the 2020/2021 academic year. After more than two years of development in collaboration with the Juan Rubio Ortiz School, last year we launched our higher-level vocational training course in Industrial Mechatronics, making us the first company in Almería to commit to Dual Vocational Training.

In line with this commitment to vocational training, in 2020 we joined the 'Alianza para la FP Dual' (Alliance for Dual Vocational Training), a network that brings together companies, educational centres and institutions committed to this educational model.

With this commitment, we not only reinforce our position as an employer brand, but we also aim to contribute to the training and industrial strategy of the region, attracting a greater number of young people interested in this vocational training course and, above all, contributing to the development of regional and provincial industry with more qualified professionals adapted to the real productive environment.



# Eduarda Justo Foundation

Since 2006, the Eduarda Justo Foundation has been working to collaborate on the economic, social, educational and cultural development of the province of Almería. The Foundation's main activities are aimed at identifying, training and empowering young locals with the potential to become future leaders.

The Foundation focuses on three main areas of activity:



**EDUARDA  
JUSTO**

fundación

## School Leaders Project Seminar

### Objective

To deeply and positively transform the Marble Region through education. To achieve this ambitious project it will be necessary to promote change throughout the educational community and, therefore, the support and commitment of teachers, families and the rest of civil society will be actively promoted.

### Master of Educational Innovation "Educate with 3 Cs":

Specific training program for teachers of the Marble Region and directed by the prestigious pedagogue Mar Romera together with the Pedagogical Association Francesco Tonucci (APFRATO).

### The Education Forum

Its objective is to improve the training of families in educational matters through meetings with experts and professionals from different disciplines, in order to make them decisive agents in the desired transformation.

## Eduarda Justo Scholarships

The Eduarda Justo Scholarships were created with the aim of identifying and selecting young pre-university students from Almería with the greatest potential for the future, and to provide them with the necessary financial resources to study the 2 years of the International Baccalaureate in the network of United World Colleges (UWC).

In 2020, 3 scholarships were awarded to young people from Almería: Rocio Aguilar Rodriguez, from Cantoria to UWC Armenia, Antonio Hidalgo Ruiz, from Vera to UWC Mostar, Paula Quevedo Herrera, from Mojácar to UWC Adriatic, Italy

## Seminar "Leaders of the future"

Intensive training seminar specialized in leadership, which aims to identify, train and advise young professionals with high potential, and help them become future social, economic and business leaders, through the promotion of their Initiative, Innovation, International Vision, Ambition and Leadership skills.

### Donations made by the Eduarda Justo Foundation to social organisations

Entity	Contribution (€)
Alba Association - Proyecto Hombre	4,800
Musical Cultural Association of Macael	2,160
Telephone of Hope International Association	540
Almería Solidarity Foundation	1,200
ARGAR Association	300
Voluntary Association of Macael	3,617
<b>TOTAL</b>	<b>12,618</b>





Junior Achievement Foundation for the development of the Microenterprise educational programme



Master of Educational Innovation "Educate with 3 Cs" directed by Mar Romera

Other education partnerships of the Eduarda Justo Foundation

#### Education Forum.

The two 2020 editions were held online because of the pandemic. It is worth noting that the online format has led to a significant reach and scope, and it is expected that these forums will continue to be held.

1. **Talk '¿Por qué mis hijos sonríen cuando van a la escuela?' (Why do my children smile when they go to school?)**, by Rafael Guerrero, psychologist and expert in education, emotional intelligence and attachment. During the talk, the speaker stressed the importance of children experiencing emotions of all kinds, as well as the crucial role of adults in supporting them in this process.
2. **Talk 'Todos los niños y niñas pueden ser Genios' (Every child can be a genius)**, by Fernando Alberca, teacher, counsellor and education expert. The talk dealt with affectivity, behaviour and learning in babies, children and adolescents, as well as love and lovelessness, affective relationships and other human relationships.

**Microenterprise Programme in the Comarca del Mármol (Marble Region), in partnership with the Junior Achievement Foundation and Cosentino® volunteers.**

Our Eduarda Justo Foundation has contributed €10,000 to the Junior Achievement Foundation for the development of the Microenterprise educational programme, which has been implemented in 14 schools in Almería and has involved 345 students, 33 volunteers and 25 microenterprises. The winning team, MGR-Tech from the Martín García Rubio Secondary School in Albox, participated with notable success in the national final of the competition, winning the award for 'Innovative Entrepreneurship'.

#### 13<sup>th</sup> Edition of the seminar 'Leaders of the Future'

Last year, our Eduarda Justo Foundation held the successful 13th edition of the seminar 'Leaders of the Future'. The seminar, this time held online, aims to awaken idealism, ambition, commitment, global vision and leadership among young people.

Juan Martínez Barea, Director of the Foundation, said that 'this seminar is intended to be a "shot" of ambition, global vision and idealism'.

#### Other education partnerships

- IX Symposium on Research in Experimental Sciences – Book of Abstracts
- Master's Degree in Design of Gastronomic Spaces, in collaboration with the University of the Basque Country.
- Master's Degree in Lightweight Façade Architecture
- Dekton® by Cosentino is a sponsor of the Master's Degree in Lightweight Façade Architecture from the School of Architecture of the University of the Basque Country.
- I Window Display Project, run in partnership between Cosentino® City Madrid and Artediez School of Madrid.
- ESAM (Ecole Supérieure Des Arts Modernes) Design, Paris: We collaborate with this academic institution through Cosentino® France.

→ IED (Istituto Europeo di Design), Milan: In partnership with the IED, we have organised two events at Cosentino® City Milan aimed at students of the International Master's Degree in Interior Design.

→ Partnership with the Commission for Cultural, Educational and Scientific Exchange between Spain and the United States of America: Cosentino® finances the two-year Fulbright scholarship for the expansion of postgraduate studies in the United States of America, starting in the academic year 2019-2020. **Jose María Moreu Gamazo** studied Naval Engineering at the Polytechnic University of Madrid and was awarded a Cosentino®-Fulbright scholarship to attend MIT. 'I still have a long way to go, but I can already say that this experience has changed my life. I can't wait to see what is next, but I won't forget how lucky I am to have this experience. My gratitude to Fulbright and Cosentino® will last forever', says Jose María when talking about his experience.

# Inspiring Architecture and Design

## Cosentino® Design Challenge 14

With the aim of encouraging students from all over the world to create sustainable, innovative projects of high conceptual and technical quality, where they reflect creatively on the issues raised in each category, we promote the Cosentino® Design Challenge, an international initiative that seeks to promote the talent of architecture and design students.

Cosentino® Design Challenge has 32 collaborating schools, universities and educational institutions from all over the world, which accredit its prestige.

In 2020, the decision of the fourteenth edition was held. Six projects emerged as winners, three for each of the two categories (Architecture and Design), and were awarded 1,000 euros each

More information at  
<https://cosentinodeSIGNchallenge.org>



**14 Editions**

organised

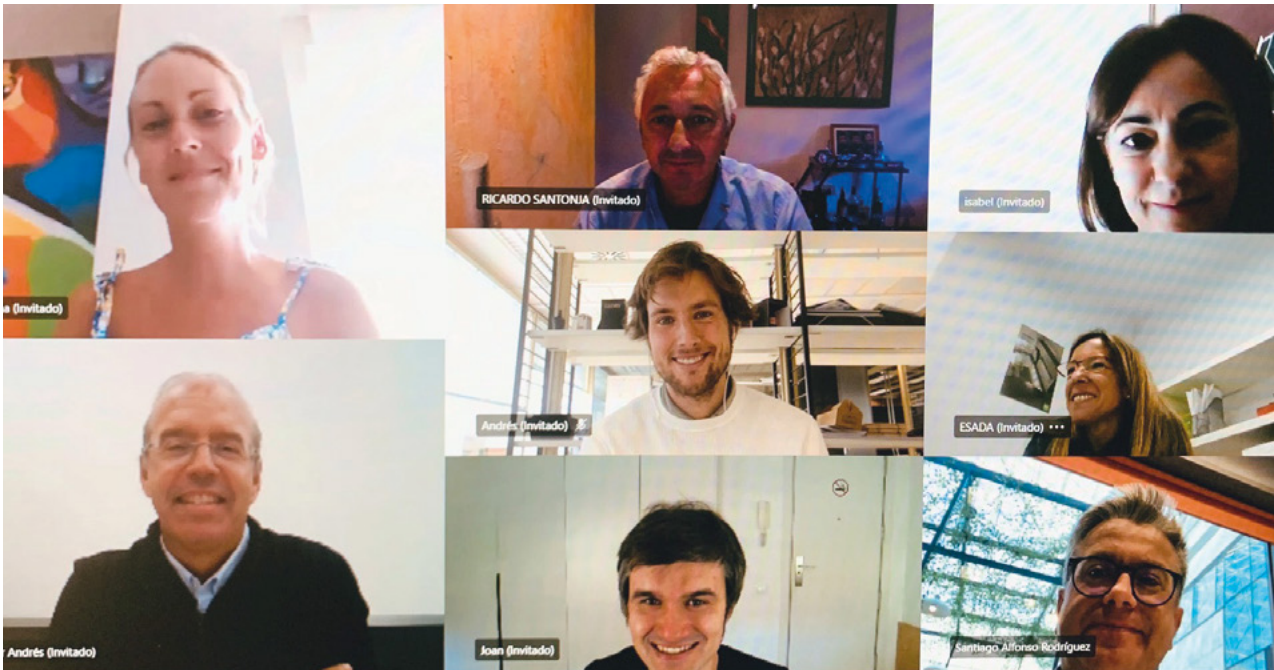
**32 partners**

schools and universities

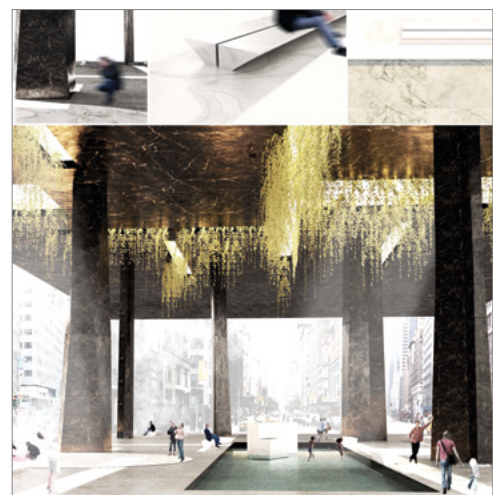
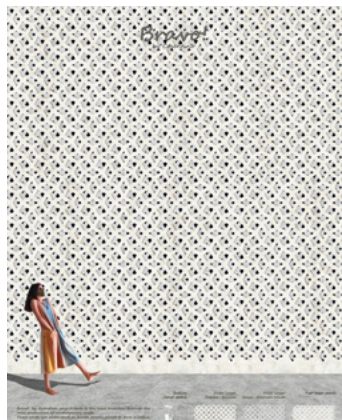
**website**

[www.cosentinodeSIGNchallenge.org](http://www.cosentinodeSIGNchallenge.org)





Cosentino® Design Challenge 14 Juzge Online Meeting



Some Design and Architecture projects at Cosentino® Design Challenge 14

We support, sponsor and partner with numerous initiatives that contribute to innovation in the worlds of architecture and design.

## Revista C. Architecture & Everything Else

It was born in 2014 as a contribution to the field of architecture, this time from the field of communication, with the dissemination of the best innovations, designs and projects that contribute to making the world more sustainable and beautiful. It is dedicated both to readers related to the discipline of construction and by those who are alien to it, with the ultimate goal of serving for the promotion of architecture and other related areas.

In 2017, the [magaceen.com](http://magaceen.com) version was launched, hosted on the Cosentino® website.

C Magazine  
15 issues

since its launch in 2014

website  
[www.magaceen.com](http://www.magaceen.com)



C-17 Magazine



C-18 Magazine



magaceen.com website



Cosentino® City Live!

#### Other partnerships with architecture and design organisations:

- Fundación Arquitectura y Sociedad [Spain's Architecture and Society Foundation]
- FAD [Spanish organization for the promotion of arts and design] & ARQUIN-FAD
- Asociación Sostenibilidad y Arquitectura (ASA) [Spain's Sustainability and Architecture Association]
- Fundación Arquitectura Contemporánea [Spanish Foundation for Contemporary Architecture]
- Scalae. Agencia Documental de Arquitectura [Spanish Architectural Documentary Agency]
- Red AEDE [Network of Spanish Design Companies]
- Consejo Superior de los Colegios de Arquitectos de España (CSCAE) [Spain's Council of Architects' Associations]: Sponsors of the 'Observatorio 2030'
- Design Institute Of Spain (DIOS)
- Asociación de Mobiliario de Cocina (AMC) [Spanish Association of Kitchen Furniture]
- CENFIM furnishings cluster
- Bizkaia Association of Interior Decorators and Designers

#### Other initiatives and sponsorships:

- Cosentino® City Live!: global action arising from the lockdown to bring content to our customers and partners through the social networks of our Cosentino® Cities around the world.
- FORUM Contract | Arquitectura y Empresa (AyE) [Architecture and Enterprise] | Seville, Valencia and Palma
- Madrid Design Festival
- Casa Decor Madrid 2020
- Back to basics: Exhibition directed by Ana Domínguez for Virtual Design Destination by Adorno
- Marbella Design Fair 2020
- Virtual meetings 'Cosentino® & Vitra'
- 'Barcelona Get Inspired' discussion on the occasion of the inauguration of Cosentino® City Barcelona.
- Series 'De la Poética al Diseño' [From poetics to design], organised by ROOM Diseño magazine
- IX Design Week 'Emergencia! Eco-Espacios' [Emergency! Eco-spaces], organised by the Almería School of Art
- Cosentino® joins the Spanish Pavilion at the Dubai Expo as a partner company
- Pardis & Dubai Design Week
- Casacor Miami
- Seasonal Living Virtual Showhouse

- Frame Awards: International Design Awards, held in Amsterdam
- Design Award 'Ilumina tu idea' [Illuminate your idea]: RIVA 1920, AEG and Cosentino® Italy
- Eskisehir Design Weekend, organised by Eskisehir Technical University in Turkey
- American Society of Interior Designers (ASID) Virtual Conference
- Archifest, event held in Singapore
- National Kitchen & Bath Association (NKBA) for Oceania
- Collaboration with the British interior design studio Patternity for the development of the Liquid by Dekton® series
- Additional international collaborations with architects and designers include Savage Design, Waterforms International and Shelley Ferguson (Australia); Luciana Valladeras and Apartamento 203 (Brazil); and Sinclology (Mexico)
- 'Tid for hjem', a popular home renovation show on Norwegian TV
- Competition for interior designers, organised in partnership with the Interior Design Association (SAW, Poland).

It is worth noting that due to the pandemic, at Cosentino® we were able to adapt to the new situation and hold virtual events during 2020, bringing design and architecture closer to people than ever before.





Sign adhesion and sponsorship of the Spanish Pavilion at Expo Dubai 2020



Emilio Gil at Cosentino® City Madrid - Madrid Design Festival



Pardis with Dekton® at Dubai Design Week





"Back to basics" Virtual Design Destination by Adorno



Casa Decor Madrid. Space designed by Raúl Martins with Dekton®



Casacor Miami - "La Cabane de Weekend" with natural stone by Cosentino®

# Supporting Cooking and Gastronomy

We are global leaders in the manufacture of worktops thanks to our commitment to the world of cooking. We bring value and innovation to inspire a healthy lifestyle.

## Silestone® Institute

The Silestone® Institute is an international platform dedicated to researching and sharing knowledge about the kitchen as both a professional and domestic space. The institute promotes activities and projects from a multidisciplinary viewpoint, providing valuable knowledge for its stakeholders and society in general.

The Silestone® Institute has played a key role during the COVID-19 pandemic, successfully disseminating key health, safety and hygiene messages. The main activities organised in 2020, adapted to the situation of the pandemic, are as follows:

- Campaign 'I stay in the kitchen'.
- Food hygiene and safety workshops at the Gustoko fair in Barakaldo (Spain).
- Shopping, storage and hygiene tips for cleaning and disinfection of surfaces for the prevention of coronavirus.
- Live discussion during Cosentino® City Live! on 'Healthy kitchens in times of COVID-19', organised by the Silestone® Institute.
- Book 'C-Top Restaurants by Cosentino®': eBook



Silestone Institute

**website**

[www.silestoneinstitute.com](http://www.silestoneinstitute.com)

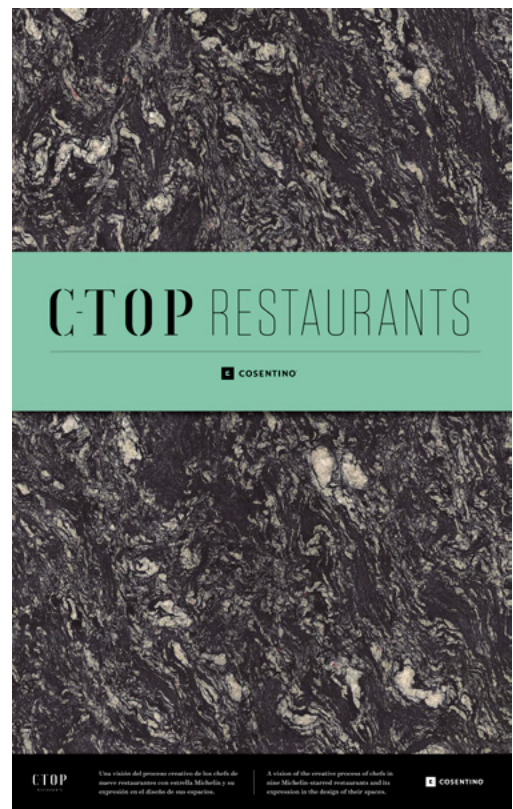




Hygiene and Food Safety Workshop in Gustoko



Paco Roncero Cooking Workshop (Madrid)



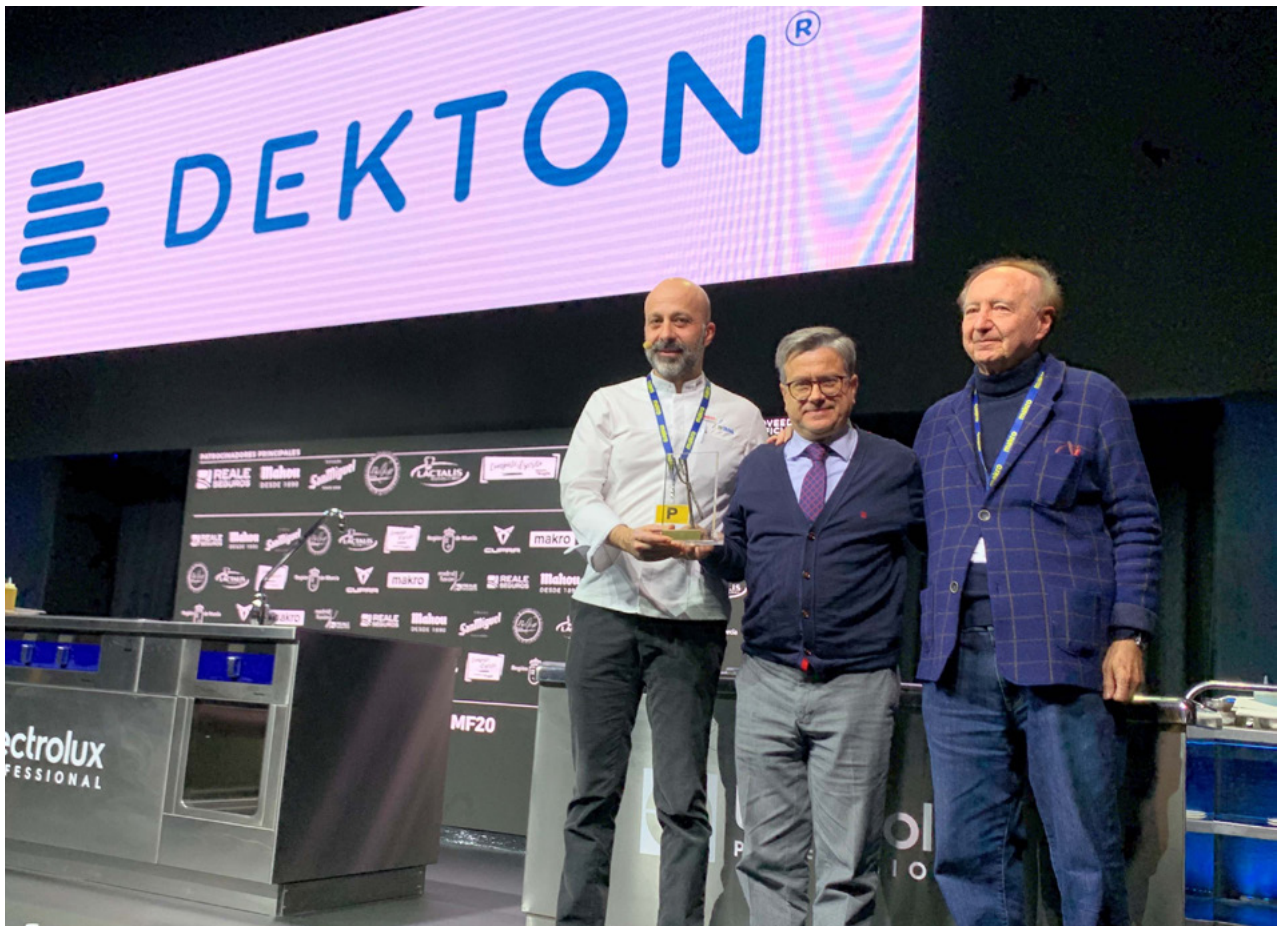
C-TOP Restaurants Book Cover



#### Other partnerships in 2020

- Sponsor and official supplier of worktops for **Madrid Fusión 2020**.
- Publication of the book 'C-TOP Restaurants' (awarded a Gold Stevie Award at the Stevie Awards 2020) through the Silestone Institute.
- **Paco Roncero Cooking workshop**, a gastronomic and technological research centre aimed at becoming a gastronomic benchmark for sustainability in Madrid, backed by Cosentino® materials.
- '**Aula de la Dieta Mediterránea y Vida Saludable**' (Mediterranean Diet and Healthy Living) initiative, created to promote research, education, accreditation and dissemination of the Mediterranean diet and healthy living.
- Partnership with **Masterchef 9** and **Family Food Fight**, in Italy.
- Support to **Team France Bocuse d'Or 2020**.

We also collaborate with top chefs from all over the world such as **Yannick Alléno**, **Santiago Lastra**, **Jun Tanaka**, **Lennard**, **Mohamad Hindi**, **Paulina Abascal** and **Zahie Tellez**. We have also sponsored a pastry influencer show in Israel.



Dekton® presents the Best Chef of the Year Award to Niko Romito at Madrid Fusión

# Sponsoring Art and Culture

The potential for the arts to share knowledge with society is clear. Like culture, it has the power to impart values and broaden perspectives.

In this sense, our commitment begins with the support of artists from Almería and Andalusia.

## Art Ibáñez Cosentino® Art Foundation

A non-profit cultural institution stemmed from the original Fundación Museo Casa Ibáñez. After several years of collaboration with the Ibáñez Museum, the Almería-based multinational Cosentino® joined the former foundation as a trustee in December 2014, giving birth to the current Ibáñez Cosentino® Art Foundation.

The year 2020 has been marked by the COVID-19 pandemic, which has led to the temporary closure of museums and cultural institutions around the world. The Ibáñez Cosentino® Art Foundation closed its facilities in Olula del Río and Almería city during the months of March, April and May, and reduced its opening hours on several occasions. Furthermore, all cultural activities that posed a health risk were also cancelled.

Throughout 2020, the Ibáñez Cosentino® Art Foundation has developed its cultural activity in three public spaces:

**City of Culture.**  
Olula del Río (Almería).

A cultural space comprising the Ibáñez Museum, the Pérez Siquier Centre and the monumental sculpture 'The Woman of the Almanzora', by Antonio López.

**Art Museum of Almería.**  
Municipal public museum  
(Ayuntamiento de Almería).

(Almería City Council) consisting of two sites: the Doña Pakyta Art Museum (Emilio Pérez square, 2 - Almería) and the Espacio 2 (Carlos Cano square, no n. - Almería).

**"El Patio de Luces" Provincial Council of Almería** (calle Provincial Council of Almería (Navarro Rodrigo Street, 17, Almería, Spain)

22 temporary exhibitions have been held with a total of 30 cultural, educational and dynamic activities produced/coordinated to support them.

Other partnerships:

- **I+D+Art:** Guarantee brand that recognises the commitment of companies to innovation and development through art.
- Sponsors of the 69<sup>th</sup> edition of the **Granada International Music and Dance Festival.**
- Collaboration in the publication of **3 books:** 'Una ciudad de profesiones' (A city of professions), by architect Jordi Ludevid;
- 'Cuando fui náufraga' (When I was a castaway), by journalist Marta Rodríguez; and 'Jesús el Galileo' (Jesus, the Galilean), by Diego Sabiote.
- Publication of **4 books** of short stories, from the collection 'Narradores Almerienses' [Storytellers from Almería], under the theme 'La Almería vaciada' [The emptied Almería].
- Sponsorship of the Best Director Award at the **Almería Film Festival (FICAL)**, awarded to the film 'Las Niñas' [Schoolgirls] by director Pilar Palomero.
- Sponsorship of the **Feroz Awards 2020**, which recognise the best films and TV series in Spain.
- Sponsorship and contribution to the **ToTu Art Gallery** in Poland with Silestone® and Dekton® materials.



Art Gallery (ToTu Art) - Warsaw, Poland







Silestone® stage at Feroz Awards 2020



Presentation of the Best Director Award at the Almería Film Festival (FICAL) to Pilar Palomero.



"Patio de los Arrayanes". Photo by Fermín Rodríguez





Exhibition "Persistence of the Classic" by Francisco López



Photography Rooms



"Arte Catalan Entre dos Siglos" at the Doña Pakyta Art Museum



Exhibition "La Chanca en Color" in the Diputación de Almería



Children's workshops at the Almería Art Museum





# Commitment to Sport

At Cosentino® Group, we support sport in order to improve the quality of life in the areas where we have a presence, to facilitate access to sports and to promote a healthy lifestyle.

- **Official supplier of the Titan Desert 2020.**  
Two of our employees participated in the Corporate classification. The trophies were made of Silestone®
- **Official Sponsor of Sierra Nevada**
- **Sponsor of Trek Bicycle Club**, one of the best cycling clubs in Turkey.

## Sport partnerships:

- Charity Race 'Il Trail de la Pólvara', Cantoria (Almería)
- Villa de Fines Sports Club (Almería)
- Olula del Río Basketball Club (Almería)
- Cantoria Sports Club (Almería)
- Comarca del Mármol Football Club
- Partnership with Clemente Simón Martínez for the 2020 Motor racing Championships
- Villa de Albox Sports Club



Trek Bicycle Club - Turkey



Titan Desert 2020 Presentation's

# Dialogue with the Community

Beyond the support, sponsorship and partnerships with different social entities, at Cosentino® we have a constant dialogue with the people around us and we always keep our doors open to all the people who want to know us. However, due to the pandemic, there were not as many visits to Cosentino®'s headquarters in 2020 as in previous years. In line with the new normal, in 2020 we launched a project to organise virtual visits. The first virtual visit took place on December 2<sup>nd</sup> with the Cosentino® City Tel Aviv.

In preparation for the virtual visits, we produced 10 short videos of the production plants and warehouses, all in 8 different languages. The contents include an introduction to the industrial estate, the offices, the Silestone® and Dekton® production processes, the factory, the natural stone warehouse, the Mall and the marble quarry.

For the implementation of this project, we held virtual meetings with Area Managers and Account Managers from all European countries. During these meetings, the procedure for organising a virtual visit was explained: an Account Manager invites customers or potential customers to a virtual visit through the Microsoft Teams platform. 'The visit consists of watching some or all of the videos prepared for these virtual visits and presentations by Cosentino® managers on the specific topic of the day. These in-house experts can belong to different areas such as Product, Manufacturing, Environment, etc. The development of this project would not have been possible without the help of many Cosentino® colleagues', explains Jan Schuitemaker, Responsible for the Visitor Centre.

During the first quarter of 2020, before the declaration of the state of alarm, the Cosentino® Visitor Centre, in charge and responsible for organising and hosting comprehensive visits to the Cosentino® industrial park, welcomed more than 800 visitors, including marble suppliers, kitchen and bathroom studios, designers, architects and students.





# Community Involvement

We are involved in improving the living conditions of all communities where we have a presence. We support the community both through the donation of materials or monetary contributions, as well as through the participation of our employees in corporate volunteering projects.

## Donations and Partnerships in Spain

We seek to contribute to improving the quality of life of the most disadvantaged, focusing on entities whose purpose is the sustainable development of the people of Almería and, by extension, of Andalusia.

- Eduarda Justo Foundation.
- Ibáñez Cosentino® Art Foundation
- Los Carriles Foundation, Macael (Almería).
- In-kind donation to the Torrecárdenas Hospital destined entirely to 'Works for the Humanisation of the Hospital Environment'.
- Donation to the Fundación Arquitectura y Sociedad [Spain's Architecture and Society Foundation].
- Donation to the US Spain Council Foundation.
- Donation to the San Telmo Foundation.
- Donation/Collaboration with the charity race 'Il Trail de la Pólvara' of Cantoria (Almería).
- Collaboration with the IX Symposium on Research in Experimental Sciences organised by the University of Almería.
- Almería Altea Autism Association, which provides support and specific services to people with this type of disorder and their families.
- Donation to the Asociación Española Contra el Cáncer (AECC) [Spanish Association Against Cancer].

## Donations

697,383.67

Spain

134,057.65

USA

6,073.06

Switzerland

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837,514.39

Total

## Contribution in Europe

- 'Giving to those in need is not giving but sowing'  
Under this motto, our colleagues from Switzerland decided to make their Christmas gifts a donation to a non-profit organisation to help a young beekeeper renovate his facilities. They chose this initiative because of its closeness to their environment, the importance of bees in the natural ecosystem and how they teach about teamwork.

## Contribution in the USA

- **Home for our Troops**  
We have a partnership agreement with this entity that builds and donates homes for military veterans with a serious disability. In 2020 we donated Silestone® surfaces worth 138,000 dollars for the construction of 23 houses adapted for war veterans.
- **Habitat for Humanity Vail Valley - Cosentino® Denver Donation**  
Habitat for Humanity Vail Valley works to help local families become strong, stable and self-sufficient through housing. Cosentino® Denver donated 8 Silestone® slabs in colours Lagoon (4), Blanco Maple (2) and Tebas Black (2), worth 15,000 dollars.

## Contribution in Canada

- **Princess Margaret Home Lottery to Conquer Cancer**  
The Princess Margaret Cancer Centre is one of the top 5 cancer research centres in the world. Cosentino® added its support to this organisation by donating materials for the 2020 project and both Dekton® and Silestone® are used throughout its showroom.



House "showroom" - Princess Margaret - Canada



Home for our Troops - USA





# Social initiatives against COVID-19

Cosentino® has donated blocks of white marble from Macael to the sculptor Jose Antonio Navarro Arteaga for an artistic project in homage to health workers for their work during the COVID-19 pandemic. In total, 8 sculptures have been erected, one in each Andalusian capital.

## Donation of medical supplies

Within the context of the COVID-19 health emergency, one of our goals in 2020 was to contribute as much as possible to fighting the pandemic by donating protective equipment to medical centres and security forces in the Almanzora region and by offering our logistics for shipments of medical equipment. We donated more than 160,000 units of medical equipment, including masks, disposable overalls and gloves, to different hospitals in Andalusia and to state security forces such as the Civil Guard and the Fire Brigade of the Almanzora region.

In accordance with the demanding measures at our headquarters in Cantoria, the supply and stock of medical and safety equipment for our workers was assured, so Cosentino® has been in a position to provide materials to items in need of this type of equipment both in the region and throughout the province. We have also offered our extensive international logistics network to different authorities and public administrations for the transport of safety and hygiene equipment to and from our country, in the interests of the population as a whole.



Marble Sculpture in homage to health workers. Sculptor: Jose Antonio Navarro Arteaga

## Campaign #EACTÍVATE

In the context of the pandemic, we also promoted the reactivation of the EACTÍVATE campaign under the motto 'it's time to accelerate and activate our economy and our society'. This campaign was the second phase of an initiative launched in March last year by some two hundred companies under the motto '#EstoNOtienequePARAR' (This Does NOT Have To Stop), which aimed to give public recognition to the companies, entrepreneurs and workers whose efforts kept the economic wheel turning despite the lockdown measures taken as a result of the Covid-19 pandemic. In addition, a communication plan was launched. It kicked off with an advertising campaign which was attended by Pilar Martínez-Cosentino Alfonso, Executive Vice-President of Cosentino® Group.

## Support to the hospitality industry. Save the Bares



The nationwide #SaveTheBares campaign started in Almería at the end of March last year with the aim to tackle the crisis affecting the hospitality sector as a result of the Covid-19 health emergency. Initially, its aim was to help bars and restaurants to stay afloat until they were able to reopen their doors. #SaveTheBares has now become a tool that allows establishments to offer their menus and sell prepaid vouchers, offer their digital menu, offer online reservations and receive advice or training. Cosentino® joined this initiative to support and back the hospitality sector, by providing the establishments involved in the initiative with sample boxes of Silestone® and Dekton® slabs in small formats. The pieces, in 10x10 and 15x12 cm formats, are beautiful and high performance, perfect for presenting drinks, toasts and 'tapas'.

## Food Bank. Recetas Unidas



We also launched the charity campaign #RecetasUnidas (United Recipes), for the benefit of the Food Banks of Almería and Madrid, with the aim of involving Instagram users through their love of cooking. This project aims not only to be charitable, but also to create a community around the world of cooking. The kitchen has proven to be the true heart of the home and even more so during the lockdown. With our #RecetasUnidas project, 'that heart' has to beat faster than ever for those most in need.





Diego Ferron and Santiago Alfonso in Presentation "Save the Bares"



EACTIVATE campaign poster



Silestone® and Dekton® samples in "Save the Bares"

# Report Profile

At Cosentino®, we are committed to sustainability in its different dimensions. In line with this, we present our Sustainability Report, in which we inform our stakeholders about general issues of our company, such as our business model, geographical presence and strategic objectives, among others, as well as our economic, social and environmental performance during 2020, both in Spain and in the countries where we are present. We have also strengthened our commitment to the sectors in which our activity has the greatest impact, such as the world of architecture and design, gastronomy, art and culture.

This report is based on the Non-financial Information Statement, which complies with Spanish Act 11/2018, of 28 December, on non-financial information and diversity. The information contained herein complies with the principles of transparency, clarity, comparability and reliability to which Cosentino® subscribes.

This report follows the one published in 2019 and strengthens our commitment to report annually on our performance in non-financial matters. It should be noted that 2020 was a year marked by the COVID-19 pandemic, an unprecedented situation that forced us to adapt our business to this new reality.

# GRI Index

## General information

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Brief description of the business model, including its business environment, organisation and structure	Material	24-26	GRI 102-2 GRI 102-7	5,18, 0, 12
Markets in which it operates	Material	28	GRI 102-3 GRI 102-4 GRI 102-6	8, 10, 12
Organisational objectives and strategy	Material	26	GRI 102-14	5, 10, 12
Main factors and trends that may affect its future development	Material	26	GRI 102-14 GRI 102-15	9
Reporting framework used	Material	162	GRI 102-54	16, 17
Principle of materiality	Material	15	GRI 102-46 GRI 102-47	16, 17

## Environmental issues

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Management approach: description and results of the policies related to these issues as well as the main risks associated with them and linked to the Group's activities	Material	Information expressed in the company's EINF	GRI 102-15 GRI 103-2	7, 8, 9, 12, 13,15, 16



## Detailed general information

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Detailed information about the current and foreseeable effects of the company's activities on the environment and, when applicable, on health and safety	Material	98-99	GRI 102-15	7,8,9,12, 13,15,16
Assessment procedures or environmental certification	Material	98-99	GRI 103-2	13
Resources dedicated to the prevention of environmental risks	Material	98-99	GRI 102-15	13
Application of the precautionary principle	Material	Information expressed in the company's EINF	GRI 102-11	13
Number of provisions and guarantees against environmental risks	Material	Information expressed in the company's EINF	GRI 102-15	13

## Contamination

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Measures to prevent, reduce or correct emissions that seriously affect the environment, taking into account any form of specific atmospheric contamination from an activity, including noise and light pollution	Material	113-116	GRI 305-7	3,12,13,15

## Circular economy and waste prevention and management

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Measures for prevention, recycling, reuse, other forms of recovery and disposal of waste	Material	103-105	GRI 103-2 GRI 306-2 in terms of weight by type of waste	3, 6, 12, 13, 15
Actions to combat food waste	No material	No material	No material	No material

## Sustainable use of resources

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Water consumption and supply of water according to local constraints	Material	110	GRI 303-1 GRI 303-2 GRI 303-3	6, 8, 12
Consumption of raw materials and measures taken to improve efficiency of use	Material	108-116	GRI 301-1 GRI 301-2 GRI 301-3	8,12
Direct and indirect energy consumption	Material	111-113	GRI 302-1	7,8,12,13
Measures taken to improve energy efficiency	Material	113	GRI 302-4 GRI 302-5	7,8,12,13
Use of renewable energies	Material	111-113	GRI 302-1	7

## Climate change

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Greenhouse gas emissions generated as a result of the company's activities, including the use of the goods and services it produces	Material	113-116	GRI 305-1 GRI 305-2 GRI 305-3	3,12,13,15
Measures taken to adapt to the consequences of climate change	Material	116	GRI 201-2	3,12,13,15
Reduction targets established voluntarily in the medium and long term to reduce greenhouse gases and the measures implemented for that purpose	Material	113-116	GRI 305-5	3,12,13,15

## Protection of biodiversity

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Measures taken to protect or restore biodiversity	Material	107	GRI 304-1	6,15
Impacts caused by activities or operations in protected areas	Material	107	GRI 304-2	6,15

# Social and staff issues

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Management approach: description and results of the policies related to these issues as well as the main risks associated with them and linked to the Group's activities	Material	66	GRI 102-15 GRI 103-2	3, 5, 8, 10

## Employment

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Total number and distribution of employees by country, gender, age and professional classification	Material	68-69	GRI 405-1	5, 8
Total number and distribution of types of employment contract and annual average of permanent contracts, temporary contracts and part-time contracts by gender, age and professional classification	Material	68-69	GRI 102-8 a)c)	5, 8
Number of dismissals by gender, age and professional classification	Material	68-69	GRI 103-2	5, 8
Average salaries and their evolution, disaggregated by gender, age and professional classification or the same value	Material	70-71	GRI 103-2	5, 8
Salary gap, salary for equivalent jobs or average in society	Material	71	GRI 103-2 GRI 405-2	10
Average salary of advisors and directors, including variable remuneration, expenses, compensation, payment to long-term savings plans and any other payment disaggregated by gender	Material	70-71	GRI 103-2	10
Implementation of work-life balance policies	Material	72-73	GRI 401-2	3
Number of disabled employees	Material	78	GRI 405-1	10

## Organisation of work

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Organisation of working time	Material	87	GRI 403-2	3
Number of hours of absenteeism	Material	87	GRI 403-2	3
Measures to facilitate work-life balance and encourage both parents to use parental leave	Material	72-73	GRI 401-2 GRI 401-3	3, 10

## Health and safety

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Occupational health and safety conditions	Material	83-90	GRI 403-1 GRI 403-3 GRI 403-4	3, 8
Occupational accidents, particularly in terms of frequency and severity, as well as occupational diseases; disaggregated by sex.	Material	86-87	GRI 403-2 GRI 403-1	3, 8

## Corporate relationships

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Organisation of corporate dialogue, including procedures for informing and consulting staff and negotiating with them	Material	74-75	GRI 407-1	8
Percentage of employees covered by collective agreements by country	Material	73	GRI 102-41	8
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## Training

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Policies implemented in the field of training	Material	79-81	GRI 404-2	4, 5, 8, 10
Total quantity of training hours per professional category	Material	79-80	GRI 404-1 GRI 404-3	4, 5, 8, 10

## Universal accessibility

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Universal accessibility for people with disabilities	Material	78	GRI 406-1	5, 8, 16

## Equality

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Measures taken to promote equal treatment and opportunities between women and men	Material	77	GRI 405-1 GRI 405-2	5, 8,10
Equality plans, measures adopted to promote employment, protocols against sexual and gender-based harassment	Material	77-78	GRI 405-1 GRI 405-2	5, 8,10
Policy against all types of discrimination and, where appropriate, management of diversity	Material	77-78	GRI 405-1 GRI 405-2	5, 8,10

## Respect for human rights

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Management approach: description and results of the policies related to these issues as well as the main risks associated with them and linked to the Group's activities	Material	33	GRI 102-15 GRI 103-2	3, 10,16

## Application of due diligence procedures

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Application of due diligence procedures in the field of human rights; prevention of the risks of human rights violations and, where appropriate, measures to mitigate, manage and repair any abuses committed	Material	33-34	GRI 102-16 GRI 102-17	3, 5, 10,16
Complaints about cases of human rights violations	Material	Information expressed in the company's EINF	GRI 103-2 GRI 406-1	1, 2, 3, 4, 5, 6, 7, 8, 10, 11, 16, 17
Measures put in place to promote and comply with the provisions of the fundamental Conventions of the International Labour Organisation related to respect for freedom of association and the right to collective bargaining. Also the elimination of employment and workplace discrimination, the elimination of forced or compulsory labour and the effective abolition of child labour	Material	Information expressed in the company's EINF	GRI 408 GRI 409 GRI 412	1, 2, 3, 4, 5, 6, 7, 8, 10, 11, 16, 17

# Fight against corruption and bribery

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Management approach: description and results of the policies related to these issues as well as the main risks associated with them and linked to the Group's activities	Material	34-35	GRI 102-15 GRI 205	1, 2, 5, 8, 9, 10,12,13,14, 15,16, 17
Measures taken to prevent corruption and bribery	Material	34-35	GRI 102-16 GRI 102-17 GRI 205-1 GRI 205-2	10, 16, 17
Measures to combat money laundering	Material	36	GRI 102-16 GRI 102-17 GRI 205-1 GRI 205-2	10, 16, 17
Contributions to foundations and non-profit entities	Material	156-157	GRI 102-13 GRI 203-2	1, 10, 17

## Company information

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Management approach: description and results of the policies related to these issues as well as the main risks associated with them and linked to the Group's activities	Material	Information expressed in the company's EINF	GRI 103-2	1, 8, 10, 17,

## Commitments of the company to sustainable development

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Impact of the company's activity on employment and local development	Material	132-154	GRI 413-1 GRI 413-2	1, 8, 10, 11, 17
Impact of the company's activity on local populations and the territory	Material	132-154	GRI 413-1 GRI 413-2	1, 8, 10, 11, 17
Relations with local community stakeholders and forms of dialogue	Material	154	GRI 102-41 GRI 102-43	1, 8, 10, 11, 17
Partnership or sponsorship actions	Material	156-157	GRI 102-13	8, 10, 17



## Subcontracting and suppliers

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Inclusion in the purchasing policy of social, gender equality and environmental issues	Material	120-122	GRI 414-1 GRI 414-2	5, 8, 12, 13
Consideration in relations with suppliers and subcontractors of their social and environmental responsibility	Material	120-122	GRI 102-9 GRI 414-1	12
Supervision systems, audits and their results	Material	120-122	GRI 102-9	16

## Consumers

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Measures for the health and safety of consumers	Material	123-125	GRI 416-1 GRI 416-2	3
Claims systems, complaints received and resolution	Material	125	GRI 418-1	16

## Tax information

Information requested by Law 11/2018	Materiality	Response on page	Related GRI standards	SDG
Benefits per country	Material	Information expressed in the company's EINF	GRI 201-1	8
Taxes on benefits paid	Material	Information expressed in the company's EINF	GRI 103-2	8
Public subsidies received	Material	Information expressed in the company's EINF	GRI 201-4	16



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